



For independent living of Elderly

SEE_Innova Governance Good practices Catalogue

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The SEE_INNOVA project started considering how, worldwide, the proportion of people aged 60 and over is growing faster than any other age group and how this demographic change represents a challenge that needs to be met at transnational level, having a strong impact in the social and health services and in the labour market. Another important item takes into consideration is the change of economic position of older people within the knowledge economy that is demanding an innovative policy approach strengthening creative interaction among key player involved in the innovation development without anymore a fragmented division of competencies and an integration among policies are needed as well as major support to research and innovation infrastructures. Innovation – and in particular Ambient Assisted Living – is representing the opportunity to help older people to live independently for longer in their own homes by increasing their autonomy and mobility; assisting them in carrying out their daily activities and improving their access to age-friendly ICTs. The reinforcement of innovation and research policies, and regional competitiveness is however a step necessary in order to coordinate multidisciplinary efforts of various stakeholders in AAL promotion and innovation in the elderly people context.

In line with these premises, SEE_INNOVA aims to develop an innovative multidisciplinary governance approach at transnational level for the regional coordination of innovation driven key players in the field of independent living of Elderly, starting from the real needs of end-users, with a social innovation approach. In fact it follows the new approach of QUADRUPLE HELIX, which starts from the triple helix concept extending the partnership to the social innovation methodology.

Knowing the AAL state of the art and potential in the regions involved in SEE_INNOVA is essential for highlight opportunities for crossregional and multi-stakeholder collaboration, stimulating technological innovation based on social innovation where the end-users have active and primary role in the drafting of a new product/service to become itself a promoter of innovation orienting research, business and policy and to allow the translation of researches into concrete ICT developed by business that could be effectively used and accepted by elderly. In line with this need, the SEE_Innova Governance Good practices Catalogue offers a view of the good practices active in the participant regions in the field of AAL for Elderly people and characterized by a quadruple helix approach. Starting from a brief premise on the present state of the art at the European level, the Catalogue shares experiences among Partners and disseminate policies and approaches to be applied and transferred from more experienced Partners to less structured ones, in term of coordination actors and integrated governance mechanisms.

1. SEE_Innova Governance Good practices

The SEE_Innova Governance Good practices Catalogue was developed on the basis of the collection of Innovation Governance Good Practices done by each partner and based on the identification of Good Practices about innovation governance models on the coordination mechanisms among innovation driven key players. Each Partner identified 2 or 3 Good Practices for project area.

RSE - Region of Sterea Ellada was the leader of this task in WP but did produce the requested contributions. So this catalogue collectes Good practices realised in Italy, Romania, Bulgaria, Austria, Hungary, Serbia, Bosnia Herzegovina.

CREATE-NET – as WP4 leader substituting RSE as the leader of this task - collected partners' contribution according to the grid proposed by the project coordinator and agreed by the partners during the kick-off meeting (Linz, March 6-8 2013).

The Good Practices are described considering:

- **Practice content overview** - a brief description of the practice and its value as good practice.
- **Location** - Country - region or district or metropolitan area or municipality where the Good Practice is active.
- **Detailed description of the practice** – considering:
 - background info (history and basic data)
 - bodies involved / implementation
 - objectives of the practice
 - process and detailed content of the practice
 - legal framework
 - financial framework (how this GP was funded and how difficult/easy to find the money)
- **Evaluation of the practice** – possible collection of:
 - demonstrated results e.g. through indicators such as: Number of public-private initiatives, n of consortium between public-private research bodies, n of official companies involved, n of intermediaries bodies officially involved, n of end-user representatives, total n of staff in cluster, n of international projects, N of quality labels awards if any), success factors
 - weak elements
- **Criteria for evaluation:**
 - Transferability
 - Feedback into policy (How does the GP sit within the Policy context. How will it contribute also to future policy thinking?)
 - Quadruple helix (the end- user involvement. When, how, who, what for?)
 - Higher quality of services and saving public healthcare money!
 - Keeping the elderly independently longer at home
 - Acceptance by the elderly of technology and policy
 - Minimising energy, contribute to sustainability
 - Degree of Innovation (in governance, fundraising, financing instruments, marketing, internationalisation, processes, services, etc)
- **Scenario Building** - possible story and anecdotes
- **Lessons learnt from the practice**
- **Contact information**
- **Other possible interesting information**

A brief premise on similar collection done at the European level was added to this document referring to the context of the active European projects and initiatives in the field of Ambient Assisted Living for Elderly people.

Considering the good practices collected by the SEE_INNOVA partners, some first general considerations are possible in terms of:

- Type of actions
- Collaboration of various stakeholders according to a 4-helix approach
- Possible transferability in other contexts.

Type of actions

This collection of good practice represents various fields of work both as type of actions and contents. In fact, the context of the project involves various fields like innovative ICTs and technologies, the offer of innovative services and the answer to the precise and localised needs. So, each partner refers to their specific context, considering various aspects also if not always related to active ageing but also to healthcare issues.

Good practices collected can be grouped in the following categories:

- constitution of cluster in various fields related to the Ambient Assisted Living for Elderly people (building, energy saving, mobility, active ageing, innovation, ICT SMEs, etc) focused on the collaboration of various stakeholders and the influence on the local policy-makers;
- constitution of national associations for the promotion of needs, trends and innovation in the field of Ambient Assisted Living and the collaboration of various stakeholders;
- European, national and regional collaborative projects in various fields related to the Ambient Assisted Living for Elderly people (ICT training of care workers; development of innovative technologies, practices and products for home automation, healthcare, out-indoor localisation, sensors; etc);
- constitution of public and/or private companies for offering innovative services to elderly people (telecare network, care services, etc);
- funding programmes, awards and innovative planning promoted by the regional governments supporting innovative collaborative projects and solutions in various fields related to the Ambient Assisted Living for Elderly people.

Collaboration of various stakeholders according to a 4-helix approach

The approach of reference for the SEE_INNOVA project is the quadruple-helix as active collaboration of all the stakeholders (public administration, research centres, enterprises, users) involved in AAL for elderly people. The variety of actions collected as good practices highlights a difficulty in the involvement of the user in these practices that often are designed and proposed by other stakeholders. Projects and funding initiatives try to promote also their active involvement.

Good practices collected can be grouped in the following categories:

- constitution of cluster that are mainly representative of economic stakeholders and try to influence policy makers, to facilitate the collaboration with the users and the innovation processes;
- European, national and regional collaborative projects where the presence of the users is central also in line with the last trends in ICT development;

- activities and services that are offered to the users but without their active involvement in their design and planning;
- association actively participated by all the stakeholders in line with the quadruple-helix approach;
- funding and award initiatives that request the active participation of users.

Possible transferability in other contexts

Transferability of the practices was a common item that characterises this collection. A high level of transferability was recognised to cluster and association constitution, development of innovative technologies, solutions and practices. Project result transferability would need to be considered in their exploitation phases after the end of the project funding.

2. AAL Best practices at the European context

Considering an international context, good practices are collected by the European institutions involved in the promotion of AAL, common healthcare and social services aimed to active ageing. Some examples of interest are:

2.1. Ambient Assisted Living Joint Programme (AAL JP) – Catalogue of Projects 2012¹

“The AAL JP is a funding activity that aims to create better condition of life for the older adults and to strengthen the industrial opportunities in Europe through the use of information and communication technology (ICT). It carries out its mandate through the funding of across-national projects (at least three countries involved) that involves small and medium enterprises (SME), research bodies and user’s organizations (representing the older adults).”²

This catalogue collects a summary of the 102 projects funded by AAL JP conducted by the cooperation of small and medium enterprises, research institutions, user organisations and others according to a quadruple helix approach, throughout Europe. Market and user driven approaches were followed in the development of 2-3 year projects to improve market acceptability of products and service and lead to better quality of life. Social, technological and business innovation were introduced by these projects thanks to:

- new models of service delivery and care to increase independence for older adults and greater support for informal carers;
- new ways for older adults to remain active and connected to society, including contributing as volunteers or providing mutual support;
- active and trusted networks to provide various levels of support, whether the carers are formal, informal, professional or in kind³.

The AAL JP funded various calls for proposals focused on different aspects of AAL, i.e.:

- CALL 1 ICT based solutions for Prevention and Management of Chronic Conditions of Elderly People
- CALL 3 ICT-based Solutions for Advancement of Older Persons’ Independence and Participation in the “Self-Serve Society
- CALL 2 ICT based solutions for Advancement of Social Interaction of Elderly People
- CALL 4 ICT-based solutions for advancement of older persons’ mobility

Some interesting projects are:

- *AGNES - User-sensitive Home-based Systems for Successful Ageing in a Networked Society* that provides a basic ICT platform to create and maintain an easy-to-use web-based social network for individual elderly persons.
- *CARE - Safe Private Homes for Elderly Persons*: an end-user driven R&D activity where end-users represent major market players in AAL activities as they are either elderly persons or they have direct relation and responsibility towards elderly persons ensuring their safety and independent living.
- *HERA - Home sERVICES for specialised elderly Assisted living* offers a platform architecture constitutes a pragmatic approach: services provided at an external application server accessible over the public Internet,

¹ http://www.aal-europe.eu/wp-content/uploads/2012/08/AALCatalogue2012_V7.pdf

² <http://www.aal-europe.eu/>

³ From the premise to the catalogue done by Mike Biddle President of the Ambient Assisted Living Association.

an Internet-enabled TVs/Set-Top-Box as main Human Machine Interface for the elderly and an application server may communicate with other home equipment such as medical devices.

- *HOPE - Smart HOme for the elderly People*: HOPE is a budgeted solution that is installed at the elderly people' homes, and provides services for (a) life-long, self-organized, appropriate educational environment and access to information, (b) care management and health support, (c) self-monitoring and decision making.
- *3rD-LIFE - 3D virtual environment for social interaction of elderly people*
- *ALICE - Advanced Lifestyle Improvement system & new Communication Experience* researches, develops and integrates a set of ICT based services into the existing TV set, allowing elderly people to enjoy experiences of communication and social interaction based on ICT.
- *TRAINUTRI - TRAINing and NUTRition senior social platform* provides IT based end-user services, combining intelligent wireless sensor network technologies, data processing, Web 2.0 and social network models and a web portal providing user feedback on goals achieved and supporting interaction with peers.
- *InclusionSociety - Improving usability of the municipal health services and opening up access to the self-serve society* provides a preventive health solution for senior citizens at home & in institutions by providing a management portal with an overview of Service Users condition and data collected by medical & "smart home" sensors.
- *COM'ON - Con dent Motion*: addresses the perceived orientation/navigation challenges and special needs that older persons experience throughout the whole chain of travel, using public transportation.

2.2. A compilation of good practices – Action group on replication and tutoring integrated care for chronic disease, including remote monitoring at regional level⁴

"The European Innovation Partnership on Active and Healthy Ageing aims to increase by 2 the average number of healthy life years in the EU by 2020, by securing a triple win for Europe: improving the health status and quality of life of European citizens, with a particular focus on older people; supporting the long-term sustainability and efficiency of health and social care systems; and enhancing the competitiveness of EU industry through an improved business environment providing the foundations for growth and expansion of new markets."⁵

The present document collects 37 good practices provided by the members of the Action Group on integrated care of the European Innovation Partnership on Active and Healthy Ageing is part of a wider exercise to define a methodology for the deployment of integrated care.

Areas of interest for the categorization of the good practices are:

- Organisational Models
- Change Management
- Workforce Development
- Risk Stratification
- Care Pathway
- Patient / user empowerment

⁴ The good practices in this document were written by the Integrated Care Action Group members in March-April 2013 and the collection of good practices is on-going - European Innovation Partnership on Active and Healthy Ageing - <https://ec.europa.eu/digital-agenda/en/news/compilation-good-practices-integrated-care>

⁵ From Appendix B - Ageing Links to EIP AHA Strategic Framework – European Innovation Partnership on Active and Healthy, *ACTION PLAN on 'Replicating and tutoring integrated care for chronic diseases, including remote monitoring at regional levels'* - 6 November 2012, Conference of Interested Partners, Brussels, http://ec.europa.eu/research/innovation-union/pdf/active-healthy-ageing/b3_action_plan.pdf

- Electronic Care Records / ICT /Teleservices
- Finance, Funding

Good practices of interest are here:

- *Personalised Guidance Service for ITC Project “Alter leben”* - Saxon Housing Cooperatives Germany (Total Region population: 4.134.000 Good Practice Target population: 30000 Users). The project is a cooperation project of housing cooperatives, research institutions and companies. Its declared target is to adapt housing units of sax cooperatives to the changing needs of their aging inhabitants. It is the objective of the project to design pilot forms of self-determined housing supported by technical measures, systems of technical assistance as well as personally linked services and to implement all this within housing cooperatives. In the sense of a balanced use of techniques and services a move to an elderly home or a similar care institution should be postponed or completely avoided.
- *eCare Network in Bologna* - ASSRRERIT – CUP2000 Italy (Total Region population: 4.459.246). This action realized a network of citizens, associations, public authorities, professionals able to support frail elderly. Currently, the service includes over 11,000 elderly people over seventy-five, who are followed by a specialized Service Centre that delivers tele-monitoring, tele-assistance and tele-company services to prevent the aggravation of social and healthcare frailty and for the early detection of possible worsening signals and avoiding unnecessary hospitalisation, in constant relationship with both municipal social and healthcare services and with the healthcare services delivered by the Local Health Authority of Bologna.
- *NETWORKING ACTIONS IN MIRANDOLA BIOMEDICAL DISTRICT* - Fondazione Democenter-Sipe Italy. This initiative represents an opportunity to create a partnership between enterprises belonging to the biomedical supply chain. These networks aim at performing research projects through the spreading of knowledge, skills and competencies. This initiative highlights the relevant role played by technologies transfer centres, as Democenter-Sipe Foundation, as facilitators for the creation of collaborative partnerships between enterprises and Universities.
- *POPULATION STRATIFICATION* - Department Of Health Of The Basque Country Spain (Total Region population: approx. 2.500.000 Good Practice Target population: approx. 50.000). Risk Stratification is a tool for the predictive classification of the population based on a) identifying future healthcare needs and on b) the degree of complexity and co-morbidity of people. It enables patients to be classified, according to their morbidity, on the basis of the most prevalent pathologies, and to select those patients with similar needs and pathologies, thus facilitating proactive care integrated with specific interventions.
- *Reshaping Care for Older People: A Programme for Change* - Joint Improvement Team, Scottish Government UK (Total Region population: 5.2 million Good Practice Target population: Older People). This project sets out a series of actions to address these challenges. Significant steps are the development of local joint strategic commissioning plans and the use of a £300 million Change Fund for 2011-2015 to act as a catalyst to rebalance care and support towards anticipatory and preventative services that support older people to be supported at home.

2.3. ePractice portal - <http://www.epractice.eu/>

“ePractice.eu is a portal created by the European Commission⁶ which offers a new service for the professional community of eGovernment, eInclusion and eHealth practitioners. It is an interactive initiative that empowers its

⁶ The European Commission is the owner of the ePractice.eu site and it is jointly managed by the Information Society and Media Directorate-General.

users to discuss and influence open government, policy-making and the way in which public administrations operate and deliver services.

The ePractice.eu portal combines online activities with frequent offline exchanges: workshops, face-to-face meetings and public presentations. With a large knowledge base of real-life case studies submitted by ePractice members from across Europe, ePractice.eu serves as a point of reference for all users.”⁷

ePractice.eu collects cases as real-life eGovernment, eHealth and eInclusion projects or business solutions developed by public administrations, entrepreneurs and corporations. The cases are reviewed by a series of experts and a selection of interesting cases is regularly chosen for workshops and ePractice.eu events as best practices. Areas of interest are here:

- eParticipation
- Administrative burden
- Pan-European services
- High impact online portals
- Open Source and standardisation
- Customer centricity
- Organisational change and leadership
- Service delivery
- Laws and regulations
- eInclusion
- eHealth

⁷ From the presentation of the portal <http://www.epractice.eu/en/about>

SEE_Innova Governance Good practices Collection

HABITECH, a Green and Smart R&IDC

Partner Marche Region

Section	Indication of content
Title of the practice	HABITECH, a Green and Smart R&IDC: when research, industry and public administration jointly cooperate to build up a multidimensional eco-system that enhance innovation, business and eco-friendly policies.
Precise theme/issue tackled by the practice	Governance model – stakeholders involvement – Innovation boosting methods – fundraising strategies – knowledge and technology transfer techniques – Internationalization of Innovation
Practice content overview	<p>Since 2007 HABITECH is a solid and successful reality within the landscape of the Italian Technological Clusters. HABITECH is based in the north-eastern Italy, near Trento, a province that by Italian Constitution enjoys the status of autonomous territory and thus send to Rome only 10% of taxes. Its fields of action are energy, mobility and sustainable building. HABITECH is a consortium of 300 entities, mostly privates, which <u>operates on the market as service provider for partners and external clients</u>. The renowned University of Trento, one of the most innovative and research-intense knowledge institution in Italy, is also member of HABITECH. HABITECH activity as cluster managing body allows for an enhanced cooperation among members and stakeholders and provide support for technological transfer, environmental policy-making at local and EU level, innovative projects, IPR issues, joint ventures creation, co-marketing, business internationalization and European funds attraction. However, the core business of HABITECH is to mainstream international green buildings quality standards (LEED, ARCA, GBC HOME) and to provide guidance to architects, urban planners and construction companies for realizing greener buildings. HABITECH has been raised under the clear strategic mission of being business oriented and not ruled by political bodies: by statute HABITECH cannot be publicly owned for more than 50% of its shares. As of 2012 the private-public balance is 85%:15%.</p> <p>HABITECH is highly relevant for the INNOVage good practice exchange for several reasons:</p> <ul style="list-style-type: none"> • The clear overlapping between HABITECH areas of intervention and INNOVAGE scopes, namely Green Building and Energy. • The high capacity of HABITECH to gather the most advanced companies and knowledge institutions of the territory and then to act proficiently as Eco-Innovation facilitator • HABITECH represents a virtuous example of public-private partnership. Even though HABITECH capital stays largely in private hands, the strong cooperation with the Province of Trento allow them to take part to the drafting of all energy, transport or construction related laws and strategic plans (i.e the 2012-2020 energy plan). • HABITECH is managed through a clear but non-conventional governance (private actors count more than public actors), that proved to be an efficient model that prompted a fruitful cooperation with local administrators, the Trento University and all other stakeholders. • The business model they propose is successful, as witnessed by the great performance on the market they have enjoyed since inception. <p>HABTECH is one of the most highly regarded Consortia in Europe for eco-innovation and environmental sustainability.</p>
Location	Rovereto, Autonomous Province of Trento, Italy

Detailed description of the practice

Background Info (history and basic data)

The very first idea of developing a RDC dated to 2004-2005, when the development agency of the Trento Province, Trentino Sviluppo, stimulated by the Province Government itself - which at that time had inserted smart clustering as a key priority of their economic development plan - performed some industrial analysis and feasibility studies which suggested the opportunity to establish a local cluster on energy and sustainable building with good market potential. Following these preliminary works, **in 2006 HABITECH was officially born, as a result of the framework agreement signed by the Province of Trento and the Ministry of Research and University (MIUR)**, that established a Technological District in the provincial territory. Since then, HABITECH has been included in the list of Research Driven and Technological Clusters certified by the MIUR (as of 2012, there are 24 recognized clusters). However, **it was only 1 year later (2007) that HABITECH became a Consortium** with its own statute and juridical personality. In 2007 there were 4 only founding members, all of them of public nature (2 local research foundations, Trentino Sviluppo and the University of Trento). Currently there are **171 members**, with an overwhelming majority of private entities (85%-15%).

Detailed content of the practice

Since the beginning HABITECH has chosen quality standards as its core field of activity. HABITECH has introduced in the Italian building sector the American certification for sustainable buildings LEED, that have already been applied to **120 public buildings** all over Italy. Nowadays, they inform and train constructors, architects and material suppliers on how to meet LEED quality criteria and thus gain LEED credits for their buildings or products. HABITECH is also promoter of a brand new wooden buildings certificate called ARCA. Beside quality certification, HABITECH acts also as:

- **Strategic partner for the local policy-making body** (the Province of Trento), by supporting the drafting of strategic plans and regulatory acts on energy, transport, constructions and urban planning;
- **Facilitator of Technology/knowledge transfer and best practice sharing** among members and non-members through seminars, study visit, staff exchanges, training courses, thematic workshops and so on;
- **Innovation Consultancy**, by helping develop and assess innovative projects;
- **Creator and leader of several Joint Ventures**, involving members and non-members, purposely established in order to participate to national/EU tenders and call for proposals and offer all-inclusive packages for green and energy efficient buildings;
- **Facilitator of Internationalisation processes** for members and non members, addressing emerging markets through the brand HABITECH International. The most significant experiences so far are related to big energy requalification projects in Romania.
- **Start-ups incubator**;
- **Sponsor of new education curricula** specifically focused on sustainability issues at the local university and at VET institutions of the Trento province.
- **Attractor of International funds** for the partners through JTIs, EU-funded projects (FP7, IEE) and cross-border strategic initiatives (i.e Green Corridor)

At present, HABITECH staffs full time **19 people**, with an average age of 30. The aggregate turnover of HABITECH members is **1B €**. Overall, they give a job to **8000 employees**.

Legal Framework:

HABITECH is a **for profit consortium of public and private entities** with limited

	<p>responsibility ruled by private law. <u>By statute, private organizations must own more than 50% of the consortium capital.</u> Each private company can have up to 5 quotas, in order to prevent a cartel of big investors from taking over the consortium. A capital quota costs 1000€, while a yearly fee is 500€.</p> <p>Financial Framework:</p> <p>HABITECH started up thanks to 1,8 M€ granted by the Autonomous Province of Trento. This grant has been transferred for 5 years by yearly instalments, from 2007 to 2011. <u>Since Trentino Sviluppo (Trento Province in-house organ) has been HABITECH main promoter, it was natural for the Cluster to access this public financial support.</u> However, over the same 5 years period HABITECH produced 4.8 M € turnover, mostly by selling Innovation support services and just residually through EU funds and membership fees. <u>That means that by now they have achieved full financial independency from local public funds.</u> Currently up to 90% of HABITECH incomes come from the market, as a result of the services they sell to partners and external clients, with customized pricelists. 2012 expected TO will be around 1.5 M €</p>
<p>Evaluation of the practice</p>	<p>Success Factors:</p> <ul style="list-style-type: none"> • In just 5 years HABITECH has been able to bridge the gap between offer and demand of Innovation, by matching market needs with companies and research potentials. HABITECH success is built upon a wise economic analysis of weaknesses (low innovation rate of the building sector), strengths (traditional attention to environmental issues by local PAs, firms and civil society; no dominant industrial districts, which meant no preventive preclusion to changes from local key actors) and opportunities (early understanding of the rising of the green economy as future leading economic field in the EU). • The capacity to overcome mutual mistrust among innovation players (university vs companies, SMEs vs big firms, and so on) and to lead them toward common goals in a cooperative way of working. This result has been achieved <u>by convincing them that sharing knowledge and resources is incremental and not detrimental to business and technological advances.</u> Selection of members has been another key success factor: not every stakeholders are an added value to improve projects' quality if they are not wholly committed to the cluster's vision and objectives. HABITECH representatives do not present themselves to new members as problem solvers, but just <u>as facilitators of synergies that produce positive developments for all.</u> • HABITECH is a solid and trusted partner of the local PA (Trento Province) for all strategic planning regarding energy and environmental issues. They are seen by legislators as real experts on these matters, as well as legitimate carriers of the interests of all Innovation actors. <u>That is why they have such good feedback into policies.</u> • The Province of Trento is member of the Consortium, through the development agency Trentino Sviluppo, with much less than 50% of quotas. This means that politics counts within HABITECH, but still do not rule any decision, which has to be firstly negotiated and agreed with the majority of private partners. • HABITECH has been able to create a positive relationship with local financial institutes: banks and investors are usually keen to lend great amount of money for big plans on green transports and building requalification, because they consider HABITECH a reliable business partner that implement rentable projects. • Right market choices: since the beginning, HABITECH understood that the

	<p>promotion of quality standards in sustainable buildings (LEED and others) was a key factor to gain broader market niches.</p> <ul style="list-style-type: none"> • A successful business model that provides for financial self-sustainability and thus gives independency from political interests. <p>Weak Elements:</p> <ul style="list-style-type: none"> • End-users are a quite left aside and their involvement into HABITECH is still low. Only members on their own take initiatives that ask for end-users involvement. Schemes such as Innovation Labs haven't been stimulated so far, while an Innovation Driven Cluster managing body should continuously try to promote new Open Innovation approaches. • HABITECH may be too market-driven: its business orientation has given HABITECH a very good economic performance that has freed them from public support dependency. However, such business model may be too tied with market trends, that by definition bring along periodical revenues slowdowns. A bigger attraction of EU funding may mitigate these market disruptions. Also, private interests may not always collide with public goals. What if a green building regulation become too strict for HABITECH shareholders? In this scenario, would HABITECH act as a lobbying body against better environmental construction standards? What is the real main driving aim of HABITECH, eco-sustainability or financial profitability?
<p>Criteria for evaluation (Aspiration list)</p>	<p>Qualitative evaluation scale applied, ordered in ascending rank of value: Irrelevant – Insufficient – Satisfactory -- Good – Very Good - Excellent</p> <ul style="list-style-type: none"> • Transferability (see the annexe called transferability) • Feedback into policy** VERY GOOD: effective co-strategic planning with Trento Province; pro-activity in European sector platforms that make lobbying toward EU institutions for greener regulations • Quadruple helix*** INSUFFICIENT: good involvement of public, private, financial and research sectors. However, HABITECH cooperation is scarcely end-users centred • Higher quality of services VERY GOOD: the quality of service provision is very high, as proven by the increasing cluster financial turn-over. • Saving public healthcare money! INSUFFICIENT: assistive smart homes are not directly tackled by HABITECH actions, so their projects have little positive impact on public spending for healthcare. • Keeping the elderly independently longer at home IRRILEVANT: no specific projects have been undertaken regarding ageing-related issues • Acceptance by the elderly of technology and policy IRRILEVANT: see above • Minimising energy, contribute to sustainability EXCELLENT: s safer and greener energy and eco-sustainability are key goals of the HABITECH's mission. • Degree of Innovation (in governance, fundraising, financing instruments, marketing, internationalisation, processes, services, etc) VERY GOOD. Most innovative aspects are related to: <ul style="list-style-type: none"> - <u>the governance structure</u>, lead by private organizations, yet with a significant presence of the public sector, a structure that bring along positive synergies; - <u>the core of the offered services</u>, based upon the green building quality certification, an area with high commercial value that in Italy still did not have a unique officially recognized standard; - <u>the stakeholders aggregation process</u>, which entails no aggressive cluster

	<p>promotion associated with no geographical boundaries (even non-Trento based organizations can become member);</p> <ul style="list-style-type: none"> - <u>the marketing strategies</u>: effective co-marketing actions are carried out along with cluster members; - <u>the internationalization process</u>: emerging markets are detected and then approached with all-inclusive service packages proposed by aggregations of companies set up by HABITECH, under the brand HABITECH INTERNATIONAL.
Scenario Building	
Lessons learnt from the practice	<p>Public initiative is fundamental to start up a cluster, but then a durable successful business plan has to be implemented in order to grow over time, gain freedom of action from politics, gather all kind of stakeholders and brought in real Innovative projects. Local and national PAs are partners toward whom the cluster must act as strategic planning consultant and law-making lobbying body for the matters of interest. <u>The PA-Cluster ideal relationship is made of: mutual trust, common goals and coordinated work, with clearly separated governances.</u></p> <p>Look outside your garden is another milestone of a successful R&ID Cluster: in a globalized world that feature strong emerging foreign competitors and a context of decreasing state help, diversification and Internationalization of actions (i.e. HABITECH INTERNATIONAL, cross-border joint ventures) and transnational cooperation for research and innovation projects, at EU or worldwide level, are strategies a healthy Cluster cannot do without.</p>
Contact information	<p>Websites: www.habitech.it www.greenmap.it</p> <p>Email: andrea.tomasi@habitech.it</p>
Other possible interesting information	<ul style="list-style-type: none"> • the HABITECH Yearly Activity Report is downloadable from www.habitech.it); • HABITECH Presentation, Brochure and other informative materials are available at www.habitech.it <p>For promotional videos, please visit the HABITECH channel on Youtube</p>

Marche Region Innovation Hub

Partner: Marche Region

Section	Indication of content
Title of the practice	<p>Marche Region Innovation Hub acting as coordinator and networking point of all regional initiatives and projects in the field of active ageing/AAL/Independent living for several private and public initiatives for the economic development of the Region towards a smart specialization of traditional productive clusters, when research, industry and public administration jointly cooperate to build up a multidimensional eco-system that enhance innovation, business and eco-friendly policies.</p>
Precise theme/issue tackled by the practice	<p>Governance model – stakeholders involvement – Innovation boosting methods – fundraising strategies – knowledge and technology transfer techniques – Internationalization of Innovation</p>
Practice content overview	<p>Marche Region, with 1,5 million inhabitants, has the highest life expectancy compared to other EU Regions. Quality of life and active inclusion of the ageing population in social and economic life are key policy targets for the Marche Regional Government, characterized by a smart cooperation attitude between regional research and business actors soundly integrated by SVIM (its Regional Development Agency): the Regional Government acts as coordinator and networking point of all regional initiatives and projects in the field of active ageing/AAL/Independent living for several private and public initiatives for the economic development of the Region towards a smart specialization of traditional productive clusters.</p> <p>Main examples:</p> <p><u>at European Level:</u></p> <ul style="list-style-type: none"> • Coordination of JADE - <i>Joining Approaches for the integration and Development of transnational knowledge clusters policies related to independent living of Elderly</i>, within Seventh Framework Programme. The project aims at fostering transnational cluster cooperation through the promotion of independent living of older people, improving links between clusters to strength their capacity for investing in RTD towards innovative and affordable technologies addressing the emerging issues associated with health and social care needs of elderly. • Coordination of INNOVAge – <i>Improvement the effectiveness of regional development policies in eco-INNOvation for smart hOMe and independent liVing to increase the quality of life of Aging people</i>, within INTERREG IV C. The project aims to increase the effectiveness of regional development policies in the field of eco-independent living for elderly by networking and mentoring activities at regional and interregional level. • Coordination of SEE-INNOVA - <i>Innovative transnational governance for the regional coordination of innovation driven key players related to ambient intelligence technologies for independent living of Elderly</i> – funded by South East Programme. The main objective is to develop an innovative multidisciplinary governance approach at transnational level for the regional coordination of innovation driven key players in the field of independent living of Elderly, starting from the real needs of end-users (social innovation approach). • Coordination of NET-AGE - <i>Promote regional social development encouraging NETworking of relevant publicvolunteering stakeholders to boost innovation in the delivering social-health-care services for AGEing people</i> – financed by IPA Programme, aimed at strengthening the sustainable development capabilities of the Adriatic regions involved through the development of new governance

model among local/regional actors and volunteering association in order to deliver more efficient policies and services to elderly people.

at National level:

- Coordination of **INRCA** – *the National Institute of Health and Science on Ageing* – that the Italian Ministry of Health appointed to lead the **“Italian Network on Active and Healthy Ageing”** aiming at coordinating medical, social, economic and technological scientific expertise on social-health policies guidance, treatment protocols on active and healthy ageing. Within this Network, it has been realized the project **“Intelligent Home for an Active and independent Living of Elderly”** for the realization of a permanent prototype of a smart home that meets the principles of accessibility, inclusiveness, interoperability and flexibility to support and improve the independence and quality of life of older people through the involvement of all the scientific and productive system for testing practical commercialization of the technologies and development of a new model of e-health.
- Support to the development of the national technological **Cluster “Technologies for Life Environments”** financed by the Ministry of Research and Education.
- **Memorandum of Understanding** with the Ministry of Education, University and Research aimed to activate joint actions to support the promotion and enhancement of research projects in some areas including home automation technologies for Ambient Assisted Living (AAL) technologies and "green smart home".
- **Up-Tech Project** funded by the Ministry of Labour and Social Affairs aimed at improving the quality of life of the family members who assist the patient's disease and to promote an effective home care through continuity and integration of care pathways. More than 450 pairs patient / family caregiver are involved.

at Regional level:

- Focus of the **IX Regional Legislature 2010-2015** on active longevity, where the Government Programme puts the “ageing” as a development opportunity for economic growth, smart, inclusive and sustainable, in order to cope with the increasing demands for protection of the elderly. The program assigns priority to innovative investments for the development and application of new technologies in the field of home automation, through the involvement of clusters of enterprises, universities and research centers, in order to constitute a **“technology hub of home automation”** that enhances the excellence of local areas.
- Approval of **Marche 2020 Project**, which is the reference tool of Regional Programme, emphasizing the services to satisfy the needs of active longevity , with particular reference to health and social care, social housing, home automation.
- Approval and Implementation of **Integrated triennial Labor and Industry Plan and Social and Health Regional Plan “Sustainability, Appropriateness, Innovation and Development” 2012/2014** following the regional strategy aimed to develop an intelligent specialization for an independent and sustainable living of elderly.
- Promotion of **“Home Lab”** consortium to foster research on the Italian home automation, consisting of eight of the production system and scientific excellence in the area such as the Polytechnic University of Marche, Ariston Thermo, Elica Group, Indesit Company, Loccioni, MR & D Institute, Spes, Teuco- Guzzini. The consortium aims to design and implement fully serviced domestic environment, improving energy efficiency, performance and roominess through the definition of new standards for communication and interoperability between the various products to increase automation of living

	spaces.
Location	Marche Region, Italy
Detailed description of the practice	<p>Background Info (history and basic data)</p> <p>Since 2007 the Marche Region Authority has been promoting the project of launching a regional research driven cluster focused on ambient intelligence technology as “natural evolution” with high potential of our traditional districts thanks to the successful matching among: the “maturity” of Marche traditional productive districts; the increasing demand of ambient intelligent products and services from health system, hotel industry, social housing; the growing specialization of our enterprises in particular on three excellence technological platforms: advanced mechanics, especially mechatronics, ICT and NMP: new materials and production technologies.</p> <p>Detailed content of the practice</p> <p>The Marche Region strategy focus on natural aptitude to meet the need of end-user (elderly first) with intelligent technological solutions which can be easily integrated in the home environment while being eco-sustainable in order to favor and independent management of health and increase quality of life.</p> <p>Financial Framework:</p> <p>The funds to finance the cluster came from the approval of EU projects that are submitted in cooperation with other transnational partners.</p>
Evaluation of the practice	<p>Marche Region Cluster is characterized by a smart cooperation attitude between regional research and business actors soundly coordinated by SVIM (Regional Development Agency of Marche Region):</p> <p>End-User (elderly and disabled people) representatives at national level like:</p> <ul style="list-style-type: none"> • INRCA the Italian leading public institute in gerontology and geriatrics devoted to improve quality of life of older persons. The institute is present in 5 different regions with 6 hospitals, an Alzheimer centre, a RSM-R, a scientific-technological area. Social gerontology is one of the most important research fields, developed at national and international level; • Rehabilitation Institute of Santo Stefano owns 12 clinics with more than 1.800 beds and 11 outpatients centres and is known as one of the most important chains of rehabilitation facilities in Italy. The experience of Santo Stefano is focused on the treatment of all types of disabilities: deep knowledge about the problems of disabled people and about their daily needs, so when hospitalized as after the return at home. It can contribute with its specific know-how in define requirements and design man-machine interfaces of technical devices; • University Research poles delivering knowledge and innovation in sectors such as (among the others) Ambient Assisted Living, Self Adaptive systems, ICT, in-home health monitoring and independent living assistance, Management engineering, Automation engineering, Biomedical engineering, Electronic engineering, Telecommunications engineering; • Regional Innovation and Technological Transfer Centers supporting companies in R&D conducting innovation, research and quality certification processes in i-LIVE topics; • direct involvement of around No. 400 Marche Region enterprises of excellence (Indesit, SPES, Elica, A TLC, Teuco-Guzzini, and many others) and about No. 1000 are potentially able to be further involved in the RDC through light investments in research or technology transfer. About No. 5000 is the total number of the related supply chains enterprises that can be further involved.

<p>Criteria for evaluation (Aspiration list)</p>	<p>Qualitative evaluation scale applied, ordered in ascending rank of value: Irrelevant – Insufficient – Satisfactory -- Good – Very Good - Excellent</p> <ul style="list-style-type: none"> • Feedback into policy** VERY GOOD: effective co-strategic planning with the several Departments of Marche Region Authority; pro-activity in European sector platforms that make lobbying toward EU institutions; • Quadruple helix*** VERY GOOD: good involvement of public, private, research sectors and even of end-users representatives. • Higher quality of services SATISFACTORY: the quality of service provision is satisfactory. • Saving public healthcare money! SATISFACTORY: Marche Region Authority promotes several initiatives to finance some particular actions and launch some call for proposals for local companies and thus the assistive smart homes projects have positive impact on public spending for healthcare. • Keeping the elderly independently longer at home GOOD: specific projects have been undertaken regarding ageing-related issues, like the e-health projects and actions. • Acceptance by the elderly of technology and policy GOOD: see above • Minimising energy, contribute to sustainability GOOD: safer and greener energy and eco-sustainability are important issues to tackle. • Degree of Innovation (in governance, fundraising, financing instruments, marketing, internationalisation, processes, services, etc) SATISFACTORY
<p>Scenario Building</p>	
<p>Lessons learnt from the practice</p>	<p>Public initiative is fundamental to start up a cluster, but then a durable successful business plan has to be implemented in order to grow over time, gain freedom of action from politics, gather all kind of stakeholders and brought in real Innovative projects. Local and national PAs are partners toward whom the cluster must act as strategic planning consultant and law-making lobbying body for the matters of interest.</p>
<p>Contact information</p>	<p>Websites: www.regione.marche.it Email: stefano.recchi@regione.marche.it</p>
<p>Other possible interesting information</p>	

Torino Wireless and the Piemonte ICT cluster

Partner: Marche Region

Section	Indication of content
Title of the practice	The successful case of Torino Wireless and the Piemonte ICT cluster: how to exploit the potential of local SMEs, research institution and public administration and produce wealth and sustainable development for a territory through an effective R&ID Cluster.
Precise theme/issue tackled by the practice	Governance model – stakeholders clustering and involvement – Innovation boosting methods – fundraising strategies – knowledge and technology transfer techniques – Internationalization of Innovation – systemic projects building techniques – cluster external and internal communication strategies – cluster branding and marketing
Practice content overview	<p>Briefly explain what the GP under analysis is about and why it can be considered as a GP</p> <p>The Piemonte ICT cluster is widely regarded as an excellence at European level for what concern organized multi-player ecosystems that stimulate innovation and economic development for a given sector (ICT) in a given territory (Piemonte region). As top-class research intense universities such as the Politecnico of Torino are founding member of the cluster, as well as big private hi-tech companies (i.e. Telecom Italy) and research centres, technological innovation has been by far the main driving aspect of the cluster life since its beginning. In fact, the ICT Cluster first mission is to make ambitious ICT innovative projects developed by SMEs, by linking needs, resources and competences of the territory and by wisely allocating public finances. Moreover, the cluster governing body, the Foundation Torino Wireless, is itself a high level organization able since 2003 to promote technology development and knowledge sharing in various sector technology-based, thanks to a broad network of international and national partners and an official role of intermediate body and technical supervisor in many technological national and regional initiatives, like smart city projects and MIUR call for proposals.</p> <p>That said, the Piemonte ICT Cluster is by all means worthwhile to be included among the selection of Innovage Good Practices for the following reasons:</p> <ul style="list-style-type: none"> • the high relevance of the sector ICT in terms of eco-innovation and, smart homes and independent living • the strong performance of the Piemonte ICT cluster in funding and implementing ICT EU, national and regional projects; • the proven capacity to link demand and offer of Innovation in the Piemonte region, • the establishment of stable cooperation among SMEs, bigger companies, research institutions and public administration needs; • the successful international matchmaking activities for small and medium businesses; • the ability to promote the economic development of the regional territory in all its different components but with a specific focus on SMEs; • the capacity to act as regional focal point for informing on all sort of funding opportunities and for sharing knowledge and transfer know-how and technology; • the success of TW either on selling Innovation services to the market and attracting a great amount of public funding; • the direct and indirect influence on regional strategic planning for what concern technological innovation.
Location	Torino (headquarters), Novara (local branch) Italy

<p>Detailed description of the practice</p>	<p>The Torino Wireless foundation (TW) was born on 2003 as managing body of the Piemonte ICT District, a technological district recognized by the Italian Ministry of Research and University. <u>Its mission is to act as business accelerator of SMEs that operate in the ICT sector</u>, which include also electronics, informatics and TLC, as well as other industrial sectors that apply ICT as leverage for Innovation. It was founded by 19 national and local partners, both public and private (Ministry of Research, Piemonte Region, Province of Torino, City of Torino, universities, research centres, credit institutions and big companies). Operating in an industrial basin made of over 13000 ICT companies, of which 2000 involved in Technological Innovation processes, since its inception TW has mapped and got in touch with 900 of them. Currently, over 400 ICT SMEs are developing R&I projects in cooperation with research centres based all over the Piemonte territory. 150 SMEs are involved in sectoral projects, while about 80 new members join the TW network every year. The network growth rate has been recently increased by the development of Smart Cities projects (TW is the switchboard of the Torino Smart City initiative) that include also non-ICT companies. TW has gained a strong reputation at national level as catalyser, through its members, of top level technology, expertise and know-how, and thus developed stable partnerships with most of the Italian regional authorities. Consequently, TW took part as leader or as partner in about half of all the project proposal submitted under the last call for technological clusters launched by the MIUR in 2012.</p> <p>The range of services offered by TW to the network members include: R&D funding, support for Innovation projects, EU funds attraction, business networking, initiatives for target, facilitated access to investment capital, managing of the ICT Cluster, special projects.</p> <p>With regard to the relationship with the regional Authority, TW offer the Piemonte region with thematic analysis to support regional strategic and operative planning, while they <u>are not directly involved</u> in the policy-making process.</p> <p>Finally, TW enter into national and EU R&D projects as intermediate organisation representing different kind of actors of the region – PA, research, private business, end-user representatives - and is thus able to convey skills and interests that are needed to the project on a case by case basis.</p> <p>Due to the substantial knowledge of the district and thanks to collaboration with different actors both private and public, Torino Wireless Foundation support the establishment of enterprise networks with a thematic market connotation with the aim to develop new ICT solution for that specific market. Nowadays three markets are being targeted: Smart building, agrofood and tourism. New products and services should be developed in order to create business opportunity and ease the readiness of non ICT actors in exploiting new technology.</p> <p>The Piemonte ICT Cluster is <u>one of 12 thematic clusters born in 2009 in Piemonte</u> thanks to an initiative promoted by the Regional Government to enhance the economic development of local well-rooted strategic sectors of the regional territory. Its mission is to act as facilitator, sponsor and promoter of R&D projects as well as create and strengthen networks among public administrations, Research institutions and private companies, for making these players cooperate for exploiting synergies and share their knowledge and expertise develop on new innovative projects. The ICT cluster began in 2009 with 78 members, that, after a steep growth throughout the first 4 years of activity, became 169 in 2012. To date, <u>132 small companies, 16 medium companies, 9 big companies (among them, Oracle and Telecom Italy) and 11 research institutions (4 universities, 4 research centres and 3 scientific parks)</u> are associated to the ICT Cluster.</p> <p>The main activities of the cluster are:</p> <ul style="list-style-type: none"> • - Innovation projects funding. Since 2009, the ICT cluster has funded 60 R&D projects that involve 216 partners and generated an overall investments of
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	<p>25,2 M€;</p> <ul style="list-style-type: none"> • <u>Analysis of key economic sectors;</u> • <u>Guidance for Innovation projects development:</u> <ol style="list-style-type: none"> a) Assistance in project designing; b) Project quality evaluation; c) Grant bids assessment against eligibility and award criteria; • <u>Innovation supporting services</u> (overall 2,4€ investments in ICT from 35 associated companies): IPR issues handling; technology intelligence; project idea development; international networking and partner seeking; mobility of specialized staff; innovative start-ups nursery • <u>Inter-clustering: 22 R&D projects</u> jointly carried out with most of the other 11 Piemonte technological clusters. • <u>Internationalization</u> including International conferences; B2B meetings; Networking events • <u>EU Projects:</u> Info days on available EU funding opportunities; Partner seeking; Networking with other EU clusters; Assistance in project designing and drafting; Proposals assessment with experts from APRE (Italian Research Agency) • <u>Business networking;</u> • <u>Corporate Meeting;</u> • <u>Entrepreneurial Training:</u> Special events and workshops; Technological seminars; Sectoral Bar camp; Courses on Project designing and financial reporting <p>Legal framework:</p> <p>Torino Wireless is a non-for-profit foundation, while the ICT Cluster is a non-for-profit temporary association (a 5 years renewable agreement) made of different public and private entities (non-for-profit organisations, universities, big companies, research centers, SMEs, Innovative Start-UPS) which operate all in the same sector</p> <p>Financial framework:</p> <p>TW was created in 2003 thanks to an initial grant of 26M € and have a budget of about 3,5M € a year. Their incomes come mainly from public contributions and market revenues, with a residual money from member fees. The income sources are: 60% from national or regional public grants, 30% from the market (innovation services selling) and the remaining 10% from members fees. The ICT Cluster is funded by the Piemonte Region, that awarded to the 12 cluster a 5 years grant (2009-2014) of 90 M€ (10M€ for 2012)</p>
<p>Evaluation of the practice</p>	<p>Main Achievements</p> <p>From 2003 to 2008, the Torino Wireless Foundation helped 390 companies in their technological, managerial and commercial activities, to growth and succeed on the market. All the services provided by the Foundation were activated together with public and private partners, that not only represent funding institution but they are also concretely involved in the promotion and development of the cluster.</p> <p>One of the most brilliant achievement relates to the Foundation's capability of attraction and mobilization of financial resources: totally it has been able to attract 117 million euro (32 from public and 85 from private organizations).</p> <p>The most relevant results obtained in the period 2003-2008 can be summed as follows:</p> <ul style="list-style-type: none"> • Companies acceleration: 909 interventions for € 17,9 million of services provided; • Raising of resources from National, Regional or EU funds to realize collaborative projects involving SMEs and Large Companies for a total amount

	<p>of € 33 million invested;</p> <ul style="list-style-type: none"> • Intellectual Property Management: 61 patents filed (35 licensed), 66 assisted companies, interaction with 150 researchers; • International networking activities (e.g. SME Pact); • Clustering projects between ICT companies for product developments (e.g. Infomobility Cluster); • Setting up of Venture Capital funds, Piemontech and Innogest Capital, for a total amount of € 85 million <p>Success factors:</p> <ul style="list-style-type: none"> • virtuous integration of all key innovation players, great capacity to gather local interests and skills and to make them added values in wider working contexts such as national clusters or EU projects; • high competence in the sectors involved; ownership at regional level of thematic that are top priorities for the EU Commission and enjoy best economic outlooks (i.e. Smart Cities and Smart Communities, Living Labs and PCP projects); • effective cluster internationalization process, thanks a consistent participation to EU territorial cooperation and direct funding programmes (i.e involvement of Piemonte SMEs in Living Labs cross-border initiatives through the ALCOTRA programme) and to consolidated strategic relationships with similar clusters in non-EU countries (Australia, Canada, Colombia, USA). • good feedback into regional policies and programmes (in particular ex-ante evaluation, support in the ROP implementation, support in the call for proposal target to MSMEs etc..) <p>Weak elements: low involvement of end-user in open innovation processes;</p>
<p>Criteria for evaluation (Aspiration list)</p>	<p>Qualitative evaluation scale applied, ordered in ascending rank of value: Irrelevant – Insufficient – Satisfactory -- Good – Very Good - Excellent</p> <p>a. Transferability: VERY GOOD (the cluster model is easy to transfer if availability to cooperate exists in the territory)</p> <p>b. Feedback into policy: GOOD feedback in the programming and ex-ante evaluation phase;</p> <p>c. Quadruple helix: INSUFFICIENT (they are still working based on a triple helix model); the involvement of end users representatives is one of the key challenges for the next years</p> <p>d. Higher quality of services and saving public healthcare money! GOOD (i.e see project on e-health, eGov, smart grids, etc...)</p> <p>e. Keeping the elderly independently longer at home: GOOD (some projects are focused on energy efficient buildings, mobile solutions, embedded systems domestic solutions; see</p> <p>f. Acceptance by the elderly of technology and policy VERY GOOD (see ADAMO project, the output is well accepted by olders and is being sold on the market)</p> <p>g. Minimising energy, contribute to sustainability: VERY GOOD (TW is focused on energy efficiency buildings, green and smart manufacturing, embedded system)</p> <p>h. Degree of Innovation (in governance, fundraising, financing instruments, marketing, internationalisation, processes, services, etc) EXCELLENT</p>
<p>Scenario Building</p>	
<p>Lessons learnt from the practice</p>	<ul style="list-style-type: none"> • win wing character of the cluster: participative and high level of coordination of the key innovation stakeholders; • high impact of projects at regional level on MSMEs and innovation • interclustering activities is an added values as well as the activity at EU and

	interregional level
Contact information	Cluster Manager: Gianmarco Piola (gianmarco.piola@torinowireless.it)
Other possible interesting information	<ul style="list-style-type: none"> • Website: www.torinowireless.it • Other sources of information: TW brochure, Piemonte ICT Cluster Year Book, PPTs (all downloadable from the above websites) <p>ADAMO project : consists of a watch (whose design was thought not to be in any way a factor that can lead to a state of difficulty of the wearer) and a base station that is installed in the living environment of the person and that can establish a connection to a service center (a health center in the community). The system is capable of reading people's primary physiological parameters, as well as gathering information about their surrounding environment in order to automatically identify anomalous situations and send requests for help to the operations center. Both of the devices (watch and base station) feature a call button, with which the user can contact to an operations center directly and call for assistance. Operators and health and social workers receive the information sent by the system, or the calls made directly by the person in difficulty, and determine the correct response. The architecture chosen to implement the ADAMO system allows to develop different types of supply, depending on the end users needs. More information available at http://www.adamo-healthcare.com/index.htm</p>

Ageing well in the community and at home

Partner: ADIBI – GERON

Section	Indication of content
Title of the practice	Ageing well in the community and at home
Precise theme/issue tackled by the practice	Developing digital competences of care workers to improve the quality of life of older people
Practice content overview	The project identifies and enhances ICT competences of care-workers who support older persons at home – anticipating a new and vital role for care workers.
Location	- <i>Country</i> <i>Romania</i> - <i>region or district or metropolitan area or municipality</i> <i>Timisoara</i>
Detailed description of the practice	<p>In today's social care systems in most European countries, it is possible to receive the care needed at home, especially if one suffers from multiple chronic illnesses. Europe battles with an ageing society and with the financial crisis holding a firm grip on European economy, it becomes increasingly crucial to take a close look on social care systems in place. For many older citizens the transition to a life in need of care is accompanied by lack of qualified caregivers, an absence of basic services such as transportation, no access to appropriate housing, and loneliness. Recent research has shown that a growing number of older people can be encouraged to use online services, and that modern ICTs and AAL (Ambient Assisted Living) technologies can radically change their lives. The key mediator between technology and ever-day life of elderly people are the domiciliary care-workers.</p> <p>EOS Romania (www.eos.ro) is part of the consortium Carer +, contributing to the project in several work packages, but especially in the on methodology and pilot training activities. A total of 50 care workers, especially in the west part of the country will be involved in national training and piloting activities and their beneficiaries, the elderly over 65 + years.</p> <p>The project will run with the support of partner organizations in Region 3 West: Timisoara Maltese Relief Service (http://www.maltez.ro) Caritas Federation (http://www.federatia-caritas.ro/) and the Association Blythswood Charity Branch Banat (http://www.blythswood.ro/ro). The three organizations offer professional home care for the elderly and support national partner throughout the implementation of this project making contact with caregivers at home and consequently older people receiving services offered by local and regional actors.</p> <p>Carer + European Project was launched to support home care workers to use Information and Communication Technology (ICT).</p> <p>Operational objectives of the project are:</p> <ul style="list-style-type: none"> • To develop a list of ICT knowledge and skill-based competences for domiciliary care givers and care workers, proposed by an ad-hoc working group with representation from a wide range of stakeholders from the fields of digital literacy, social inclusion, social care, ambient assisted living (AAL) and eHealth. • To develop the learning environment, learning pathways and associated resources, such that the development of non-formal hard and soft skills are integrated with the attainment of formally accredited competencies, within the defined digital competence framework within the two key strands of 'employability' and 'social care with ICT'.

	<ul style="list-style-type: none"> • To pilot and test in real conditions in 5 European countries (FR, IT, RO, LV, SE), 10 piloting sites and 500 pilot users among older care workers, caregivers and older people +65, including: • The development of new competences of caregivers and care workers aiming to increase the efficiency of care against a background of affordance of available technologies for active and healthy ageing: the new role of the care worker in the digital society. • Peer learning and support among caregivers and care workers via mobile technologies based on the public recognition of soft and hard skills (micro-certificates of competences “badges”) acquired or developed during the pilots or in prior professional and learning experiences. • Intergenerational learning models between informal caregivers, care workers and care recipients thanks to mobile technologies and smart networked objects for active and healthy ageing, and learning at-the-workplace. • Other organisations, outside the consortium and potentially from other countries will be invited to join the piloting action through a call for piloting. <p>The pilot programme will be over a period of 10 months for care workers and caregivers and a period of 6 months for care recipients, and their families. 200 care workers will be involved in the Continuous Professional Development Programme and 50 informal caregivers will be involved in an adult learning programme.</p> <p>The professionalisation of domiciliary care workers and caregivers cannot be attained without the involvement of local, regional and national actors working in the sector. For this reason, Carer+ also seeks to raise awareness and promote consensus building, and to set up the basis for the harmonization of digital competences standards and their certification across EU.</p> <p>Following the lessons learned during the pilot phase, a complete set of guidelines will be developed to ensure transferability for all areas of the field. News and updates on project events and activities will be continuously shared on the web, on social online platforms and at events.</p>
Evaluation of the practice	<ul style="list-style-type: none"> - <i>possible demonstrated results e.g. through indicators such as: Number of public-private initiatives, n of consortium between public-private research bodies, n of official companies involved, n of intermediaries bodies officially involved, n of end-user representatives, total n of staff in cluster, n of international projects, N of quality labels awards if any)</i> - <i>success factors</i> - <i>weak elements</i>
Criteria for evaluation (Aspiration list)	<ul style="list-style-type: none"> - <i>Transferability</i> - <i>Feedback into policy**</i> - <i>Quadruple helix***</i> - <i>Higher quality of services and saving public healthcare money!</i> - <i>Keeping the elderly independently longer at home</i> - <i>Acceptance by the elderly of technology and policy</i> - <i>Minimising energy, contribute to sustainability</i> - <i>Degree of Innovation (in governance, fundraising, financing instruments, marketing, internationalisation, processes, services, etc)</i>
Scenario Building	<p><i>Write your story and anything which is not captured by the criteria!!</i></p> <p><i>Write your anecdotes</i></p>
Lessons learnt from the practice	

Contact information	Website: www.eos.ro Email: office@eos.ro ; cornelia.popescu@eos.ro
Other possible interesting information	<ul style="list-style-type: none">- <i>website</i>- <i>various documents (reports, presentations, etc.)</i>

Virgilius - a Guide to Elders' Well Being

Partner: ADIBI

Section	Indication of content
Title of the practice	Virgilius - a Guide to Elders' Well Being
Precise theme/issue tackled by the practice	Social interest for the elders to extend their mobility and freedom space of action with the security of being kept under appropriate support
Practice content overview	Services offered by Virgilius will be based on ICT technologies and in particular on outdoor localization and navigation service based on GNSS technology and indoor navigation and guidance using a network of sensors installed inside a building and embedded in the user terminal.
Location	<p>- <i>Country</i> Romania</p> <p>- <i>region or district or metropolitan area or municipality</i> Bucharest</p>
Detailed description of the practice	<p>Virgilius project, financed through AAL Joint Programme, is a research and development project which started in June 2012 under the management of Telespazio SpA (Italy) in consortium with: Rartel SA (Romania), Arx IT SA Consulting (Switzerland), National Philatelic Museum (Romania) and University of Geneva (Switzerland).</p> <p>The objective is to provide support services for elderly people to enhance their quality of life in terms of autonomy and safety during outdoor and indoor activities related to personal health, recreational and Services offered by Virgilius will be based on ICT technologies and in particular on outdoor localization and navigation service based on GNSS technology and indoor navigation and guidance using a network of sensors installed inside a building and embedded in the user terminal travel.</p> <p>The proposed system/service will support the well-being of elders by supporting two basic components of Well-Being: Health and Life-Style. Current existing services to dependant elders are mainly focusing on presence detection of the person at home, based on solutions and devices connected through home fixed phone. The primary objective of the project is to extend these services to more unfavorable environments, including when the person has left its home environment. The interest is twofold:</p> <ul style="list-style-type: none"> • Social interest for the elders to extend their mobility and freedom space of action with the security of being kept under appropriate support • Support and preserve the person Well-Being (through Health and Quality of Life) guaranteeing a high level of the autonomy as well as enhancing the person individual sense of confidence, autonomy, competence, security and safety. <p>The project aims at empowering the elders to continue living actively and independently.</p> <p>With the support of the end-users, it will be possible to deploy the solution in various European countries: Italy, Switzerland and Romania.</p> <p>Objectives:</p> <p>The goal of VIRGILIUS is to provide a seamless transnational out- and indoor location and navigation service to elders, integrated with a set of a value added services centred on the person, with the aim to support his/her well-being while on the</p>

	<p>move. The system/service will be applicable to different life situations as well as adaptable to different users needs and requirement depending on capabilities, attitude, country of origin and of destination and education.</p>
Evaluation of the practice	<ul style="list-style-type: none"> - <i>possible demonstrated results e.g. through indicators such as: Number of public-private initiatives, n of consortium between public-private research bodies, n of official companies involved, n of intermediaries bodies officially involved, n of end-user representatives, total n of staff in cluster, n of international projects, N of quality labels awards if any)</i> - <i>success factors</i> - <i>weak elements</i> <p>Expected results and impact:</p> <p>The target of the project is to provide a simple, accessible, usable and intuitive system with a personalised interface adaptable to changing end-users “abilities” and requirements. Increase the elders’ mobility guaranteeing a high level of the autonomy and enhancing the person individual sense of confidence, autonomy, competence, security and safety.</p>
Criteria for evaluation (Aspiration list)	<p>VIRGILIUS project will implement a system which will provide services to be tested in the following scenarios:</p> <p>Hospital orientation: Considering the orientation difficulty encountered by the elders person especially in the big Hospital, the Perugia Hospital has shown interest in a system able to provide the necessary elders people support to the movement within the hospital.</p> <p>To this aim, the development of a navigation and guidance application in an indoor complex environment has been taken into account.</p> <p>By means of an easy device to be provided at the Hospital entrance and on which the dedicated personnel loaded the “pre-trip” of the person, the elder person will be able to go around the Hospital.</p> <p>Travel support-pedestrian guide: This scenario has been taken into account to answer to the elder person necessity to have a simple and international “guide-device” during their movement around the world. To this aim, the navigation and guidance application in an indoor complex environment developed for the previous scenario will be upgraded with the outdoor navigation functionally in order to provide to the users a device able to support their movements in both cases and in every place of the world, assuring the continuity and affordability of the services. In this case, the system will be able to provide the management and related filtering of the information providing indication and sending location info and/or alarm to the elder’s family.</p> <p>In particular, the developed services and products will be used by elders, which travel without family or caregiver, in order to benefit of a virtual guide inside the Romanian Museum (ticket office, exits, toilet, a guide to the museum) and, if case, to send alarms to the family. Also, the family can check on a virtual platform the location of the elder.</p>
Scenario Building	<p><i>Write your story and anything which is not captured by the criteria!!</i></p> <p><i>Write your anecdotes</i></p>
Lessons learnt from the practice	<p>Foster the emergence of innovative ICT-based products, services and systems for ageing well at home, in the community, and at work, thus increasing the quality of life, autonomy, participation in social life, skills and employability of elderly people, and reducing the costs of health and social care.</p>
Contact information	<p>Website: www.rartel.ro; www.muzeulfilatelico.ro</p>

	Email: artel@artel.ro ; info@muzeulfilatelice.ro
Other possible interesting information	<ul style="list-style-type: none">- <i>website</i>- <i>various documents (reports, presentations, etc.)</i>

Municipal company “Social patronage”

Partner: Sofia Municipality]

Section	Indication of content
Title of the practice	Municipal company “Social patronage”
Precise theme/issue tackled by the practice	<p>The company provides social services to people at home, which have one of the following conditions:</p> <ol style="list-style-type: none"> 1. They are unable either by themselves or with the assistance of their loved one to help them, to organize and satisfy their basic needs. 2. They are in retirement age. 3. They have a 50 per cent or more than a 50 per cent permanently reduced working capacity. 4. They are children, adolescent and young adults up to 18 years old with mental retardation, physical and/or sensory disabilities and with reduced adaptive capabilities for a social adaptation. 5. They have no relatives, which can take care of them. 6. They are socially disadvantaged people and families, which are with losted their shelter or they have been accommodated in a temporary accommodation centre for homeless people for up three months. 7. They are people with serious or irreversible disabilities of a vital organs and important systems or in certification period from Territorial Expert Medical Commission.
Practice content overview	<p>The municipal company “Social patronage” provides social services at home. The way of provision of social services shell provide opportunity for the development of innovative social services, forms of care and support in daily activities in order to allow the full participation in public life of the target group, based on real protection, equal access and opportunities to create the borders and conditions for social integration of the elderly and people with disabilities.</p>
Location	<ul style="list-style-type: none"> - Bulgaria - Sofia Municipality – all 24 districts of the capital
Detailed description of the practice	<ul style="list-style-type: none"> -The municipal company “Social patronage” was established in 17 February 2003 by the Decision № 7 in Minutes № 48 from the Sofia Municipal Council and budgetary authorized. - The objectives of the practice are to deliver quality social services to the users in their usual home environment. - The scope of activities for the Municipal company “Social Patronage” includes the provision of social services in the community: food preparation and delivery at home by specialized transport; home services; assistance for obtaining general and specialized medical services; as well as social work activities supporting social reintegration of the lonely elderly people, children, youth and adults in unequal social status. - The Company’s activities are carried out by 9 departments “Social Patronage” covering all the areas of the city of Sofia. -The departments have specific activity – enrolling the potential users’ requests, accepting those who would like to use the services of the company, receiving citizens’ requests on different issues associated with the provision of the social services, delivering social surveys in place of residence on the applicants.

	<ul style="list-style-type: none"> - The food preparation service for the users of the company takes place in 5 kitchens of the company which have the necessary equipment and inventory: - Five nutrition instructors control the food process for the preparation of 4 specific diets. - The drivers are entrusted with the task of delivering the food to individuals at their homes. - Employees of the municipal company shall be sent in assistance for feeding of bedridden and disabled people, which are being served. The users' feedback received about the assistance provided is positive. - Depending on the needs of the users, social services for health care provided by nurses consists of: hygienic care of bedside service, anti-deceits care, injections putting, changing of dressings, psychologists are conducting intervention. The rehabilitators implement activities for medical rehabilitation of the persons, which are users of social services provided by the company. As first aid, the equipment and the rehabilitation of a needy person by nurses and therapists, take place after a direction issued produced by the general practitioner of this person. - The users of social services are looked after by highly qualified social workers. The activities of the social workers are aimed at improving the quality of the social work with people receiving the services and also at provisioning of new social services. They are enabled by the following means: prepared in advance individual plan, based on an assessment of the needs, the ability and the personal preferences of the service users, specifically concerning their homes. - The social work is implemented through visits of the social workers and it takes place in the homes of the people receiving the services. This is allowed because of a preliminary agreement of the adult users about the time of the social worker's visits and in accordance with user's desire and needs to perform activities for assistance in their everyday life and to improve their health. In addition, social workers assist to the GP in their visits to the user's homes, or making consultations with specialists in health problems, legal consultations and etc. If necessary, the social worker shall also assist the elderly with their shopping. The social worker shell assist in resolving any administrative issues, for example: filling contact for receiving aids given by the Social Assistance Directorates, preparation of documents in assistance for the placement in specialized institutions, etc. - The services, provided by the Municipal company "Social patronage" are defined by the Social Assistance Act. This company is funded by the Sofia Municipality.
<p>Evaluation of the practice</p>	<ul style="list-style-type: none"> - The social services provided by the Municipal company "Social patronage" aim to improve the quality of life of the Sofia Municipality citizens. At the moment, the established organization provides variety of social services to meet the needs of the users. - The social services take place in the usual home environment of the users in a respectful way to their privacy and complying with their lifestyle. The services are provided in order to encourage users' involvement in the decision process and not to putting them in a situation to become dependent on the services.
<p>Criteria for evaluation (Aspiration list)</p>	<ul style="list-style-type: none"> - The services offered by the company are provided in a way to respect the dignity of the users according to their right of personal area, and their personal lifestyle. Autonomy is encouraged and they are involved in the decision making process concerning their own lifestyle. The services support the maintenance and the development of the strengths, and the values of each user. The confidentiality of the personal data is guaranteed in accordance with the requirements of the Law about the protection of personal data is guaranteed in accordance with the requirements of the Law about the protection of personal data and the ethical business principles in this services activity.

	<ul style="list-style-type: none"> - The users have full and wide information about social services provided by the Municipal Company “Social Patronage”. Based on the assessment of the needs in the initial plan for the services provision, the objective is to achieve the most complete satisfaction of the individual needs of each customer. A contract for the delivery of the social services, between the supplier and the user of the social services is regulated by the rights and obligations of either party. The users should feel safe at their homes during the time they use the services provided by the Municipal company “Social patronage”. - The rights and the interests of the users are protected by precise and periodic updated documentation. - The provision of social services is regulated by clear mechanism for monitoring and control, respecting the disabled and elderly people’ rights, applying non-discrimination on disability and age.
Scenario Building	
Lessons learnt from the practice	
Contact information	<p>City of Sofia, 1618 “Tzar Boris III” Blvd. № 207 Municipal company “Social patronage” E mail: social_patronaj@mail.bg</p>
Other possible interesting information	<p>www.socialenpatronaj.com</p>

Telecare Network for Support of Elderly People

Partner: Sofia Municipality

Section	Indication of content
Title of the practice	Telecare Network for Support of Elderly People
Precise theme/issue tackled by the practice	<p>The practice addresses the needs of people with disabilities and NGOs as organizations in their support, namely:</p> <ul style="list-style-type: none"> - Need of timely support for elderly people to deal with the risk; - Need of networking of NGOs for active participation in the social policy and for initiating new services. <p>The practice stimulates Bulgarian NGOs to communicate and network for initiating Telecare service in Bulgaria and to provide support for people with disabilities in Sofia Municipality through Telecare.</p> <p>Telecare is a remote service with technical equipment in the user's home that detects and signals risk to a Monitoring Center through which it is transmitted to a professional or to a relative.</p>
Practice content overview	<p>The GP is based on national and local priorities for development of longterm and innovative social services for independent living of elderly people in Bulgaria. It is about design and implementation of the whole process of testing an innovative Telecare service. The process consists of:</p> <ol style="list-style-type: none"> 1. Survey of the EU experience in the provision of Telecare 2. Methodological and organizational preparation for the start of Telecare 3. Provision of Telecare service in Sofia Municipality through networking 4. Trainings of NGOs - social service providers 5. Interaction of NGOs with the state and municipal administration 6. Promotion of Telecare and good practices. <p>GP indicators:</p> <ul style="list-style-type: none"> - The practice shows the process and the methodology of testing and providing an innovative for Bulgaria Telecare social service; - The practice will be promoted in various municipalities in the country and the results will be evaluated and compared in order to make a decision about Telecare initiation and provision to elderly people across the country; - Sharing experience about the needs, methods and applicability of Telecare will support the capacity of social service providers and local administration in the process of care for elderly people.
Location	<p>- <i>Country</i> : Bulgaria</p> <p>- <i>region or district or metropolitan area or municipality</i>: Sofia Municipality</p>
Detailed description of the practice	<ul style="list-style-type: none"> - Background info (history and basic data)bodies involved / implementation <p>The aging of the population in the European countries including Bulgaria poses questions to the social policy and its instruments for support of elderly and disabled people. At the initiatives of users' organizations and involved institutions in the 90s of XX century, started the provision of remote services (Telecare) at the home of people in need. According to an international survey of the needs of remote services (Telecare), Bulgaria is one of the few EU countries with no infrastructure to provide such services (http://www.ict-ageing.eu/). Meanwhile the needs of Telecare</p>

	<p>are objectively higher due to the demographic profile of the population (17.3% were aged 65 years) and the high percentage of people with disabilities (11%). These rates will increase by about 3% in 2020.</p> <p>In this context, there are not enough and flexible social services for elderly people aimed at independent living at their homes.</p> <p>There are several domiciliary social services such as Social Patronage, Social Assistant or Personal Assistant, which provides hourly-based support for a limited number of people (about 2600 users in total supported by various services in Sofia Municipality in comparison with the number of about 48 000 elderly people and people with disabilities).</p> <ul style="list-style-type: none"> - Objectives of the practice • Capacity building of NGOs in providing innovative Telecare service through coordinated network of NGOs, municipal administration and state institutions • Improving living environment of elderly people - users of Telecare in Sofia Municipality • Creating a professional environment for participation of NGOs in social policy reform and practice for elderly people • Promotion of the NGOs' role in the "Bottom-up development" as initiator of legislative changes and as providers of qualitative social services for elderly people. - process and detailed content of the practice <p>The practice has started in July 2013 with research and methodological activities. The research activity has included a survey of the EU experience in the provision of Telecare through:</p> <ul style="list-style-type: none"> - data analyses in Internet; - questionnaire addressed to Telecare service providers for presenting the process of Telecare promotion, planning, provision and management. <ul style="list-style-type: none"> - legal framework <p>There is no special legislation about Telecare and Assistive Technology care in Bulgaria. For the first time distant social services are mentioned in the draft concept of the National Strategy for Longterm Care for Elderly People which will be approved at the end of 2013.</p> <ul style="list-style-type: none"> - financial framework* <p>The practice described here is financed under the Bulgarian-Swiss Cooperation Programme, Thematic Fund (TF) "Reform Fund Linked to Civil Society Participation" (CSP). The project is implemented by the Institute for Community-based Social Services Foundation (ICSS).</p>
<p>Evaluation of the practice</p>	<ul style="list-style-type: none"> - <i>possible demonstrated results e.g. through indicators such as: Number of public-private initiatives, n of consortium between public-private research bodies, n of official companies involved, n of intermediaries bodies officially involved, n of end-user representatives, total n of staff in cluster, n of international projects, N of quality labels awards if any)</i> - 2 public-private initiatives for Telecare promotion; - working Telecare network of 12 NGOs and institutions (8 NGOs and 4 local institutions); - 30 elderly people receiving support for independent living in their homes; - 80 NGOs trained in Telecare content, methods and standards; - Creation and communication in Internet forum for increasing the influence

	<p>of NGOs in social policy.</p> <ul style="list-style-type: none"> - <i>Success factors</i> - NGO service providers are open to innovative methods and services for support for elderly people; - Bulgarian social practice is based on the family-oriented model of support and Telecare has its natural context for provision – the family of the elderly people. - <i>Weak elements</i> <p>Weak elements are:</p> <ul style="list-style-type: none"> - the limited capacity of the existing social services for elderly people; - the increasing number of elderly people who are in need of care; - the shortterm model of the services' financing.
<p>Criteria for evaluation (Aspiration list)</p>	<ul style="list-style-type: none"> - <i>Transferability</i>: This criteria is integrated in the activities for training and promoting the Telecare results and products to wider audience. - <i>Feedback into policy**</i>: All results and proposals for regulatory changes with regard to Telecare development will be summarized and shared with the Bulgarian policy makers – Ministry of Social Policy and Labour, Agency for Social Assistance, Sofia Municipality and National Association of municipalities in Bulgaria. - <i>Quadruple helix***</i>: The criteria is integrated in the methodology of Telecare as feedback from direct users of Telecare and their relatives and carers. - <i>Higher quality of services and saving public healthcare money!</i> The criteria is integrated in the methodology of Telecare and is related with the previous history and support received by the concrete Telecare users (Because there is no national practice in Telecare in Bulgaria there is no data about healthcare and socialcare money that could be analysed and compared). - <i>Keeping the elderly independently longer at home</i>: The criteria is integrated in the methodology of Telecare and the monitoring activities. - <i>Acceptance by the elderly of technology and policy</i>: The criteria is integrated in the methodology of Telecare. - <i>Minimising energy, contribute to sustainability</i>: The criteria is integrated in the methodology of Telecare with the regard to various resources: work of carers, networking, provision of complex services, etc. - <i>Degree of Innovation (in governance, fundraising, financing instruments, marketing, internationalisation, processes, services, etc)</i> <p>High Degree of Innovation: Telecare is an innovative social service in Bulgaria in its governance, financing, marketing, etc.</p>
<p>Scenario Building</p>	<p>Will write some story when the direct work with the service users begins!</p>
<p>Lessons learnt from the practice</p>	<p>Lessons learned till now:</p> <ul style="list-style-type: none"> - Telecare is effective service when it meets the unique needs of the users. In regard with this, the communication with the old person is the most important phase of the service design and provision. - Innovative services could be designed and tested in the social practice with the active participation of all interested parties: elderly people, their relatives, service providers, policy makers at local and national level,

	universities.
Contact information	Institute for Community-based Social Services Foundation 1202 Sofia Rakovski Str. N 61, app. 8 Tel.: + 359 2 983 21 49 Mob.: + 359 884 459 427 www.icss-bg.org e-mail: icssbg@gmail.com
Other possible interesting information	Website: http://www.icss-bg.org

Elderly people and home automation in Trentino

Partner: CREATE-NET

Section	Indication of content
Title of the practice	Elderly people and home automation in Trentino
Precise theme/issue tackled by the practice	Services and supports to introduce home automation in elderly people houses in Trentino.
Practice content overview	<p>Different actions were developed by the Province of Trento for promoting collaboration in the field of the house automation for elderly people, supporting the active interaction of local research institutions, enterprises, governments and final users. Examples of actions interesting for this project are:</p> <ol style="list-style-type: none"> 1. Home Automation at the service of the welfare 2. Realization of the Home Automation House 3. Manual of Home Automation as a Friend
Location	<p>- <i>Country:</i> Italy</p> <p>- <i>Region or district or metropolitan area or municipality:</i> Trentino</p>
Detailed description of the practice	<p>The Province of Trento involves various departments in improving elderly people conditions and supporting the active ageing by means of the promotion of home automation. Interesting practices carried out at the local level are:</p> <ol style="list-style-type: none"> 1. <i>Home Automation at the service of the welfare.</i> The project promotes the collaboration between social policy departments, research institutions and ICT enterprises aimed at testing new answers to the care of elderly people at home. <p>Main objectives of the action are:</p> <ul style="list-style-type: none"> - testing of technological tools to support elderly people at home; - constructing house automation buildings for elderly people; - developing platforms for monitoring and identifying risk situations. <p>Stakeholders involved are:</p> <ul style="list-style-type: none"> - Social Policy Department at the Trento Province - Simplification and Information Systems Department at the Trento Province - CREATE-NET (research institution) - FBK (research institution) - Bassa Valsugana and Tesino District - Consorzio ALC (enterprise) <p>Main instruments proposed:</p> <ul style="list-style-type: none"> - Deliberation of the Province Board n.7946, June 2001 – approval of the regulation about the criteria for subsidies to individuals that realising home automation interventions; - Deliberation of the Province Board n. 445, February 2004 – promotion under the EC Programme ‘Innovative action’ of a project for the testing of home automation for elderly people in Valle del Chiese; - Integration of various actions in the Contact Centre (digital platform for connecting elderly people); - Organisation of the First Italian Forum about Ambient Assisted Living

	<p>(2009);</p> <ul style="list-style-type: none"> - Signature of an agreement (ITEA, PAT, FBK, University of Trento) to support home automation that allowed the <p>2. <i>Realization of the Home Automation House</i> as project of research, development and testing of innovative technological solutions in realistic scenarios.</p> <p>Main features of this house are:</p> <ul style="list-style-type: none"> - supporting distance-care and improving the space management of people with disabilities; - optimizing the environmental comfort; - promoting and efficient use of the energy. <p>The house is periodically open for public visits and is used for various experimentations of innovative solutions.</p> <p>3. <i>Manual of Home Automation as a Friend</i>: this manual describes the Trentino House automation package that is a collection of instruments to facilitate the active ageing and living. Individuals who want to use this package in their houses are funded with a grant from the Province of Trento of the 100-80% of the expenses according to their income brackets.</p>
<p>Evaluation of the practice</p>	<p>This collaboration - according to a quadruple helix approach - produced as main results various kinds of activities from agreements to the realisation of a very innovative and interesting prototype of home automation. Main results were:</p> <ol style="list-style-type: none"> 1. Home Automation at the service of the welfare 2. Realization of the Home Automation House 3. Manual of Home Automation as a Friend <p>Main actors in this action are:</p> <ul style="list-style-type: none"> • Social Policy Department at the Trento Province • Simplification and Information Systems Department at the Trento Province • CREATE-NET (research institution) • FBK (research institution) • Bassa Valsugana and Tesino District • Consorzio ALC (enterprise consortium) <p>Main success factor of this action was the construction of a strong collaboration amongst the main local actors operating at the local level working on AAL. This collaboration did not finish with the first actions but is already active and is working together on other projects in this field.</p> <p>The <i>Home Automation House</i> is the most interesting result. In fact, it is now object of continuous new testing and improvements thanks to its involvement in various new projects of development of innovative AAL solutions. In order to disseminate the results achieved and to inform the citizen –not only at the local level - and promote awareness about AAL opportunities, this house is open for guided tours in the occasions of the most popular events in Trento (for example the annual international Festival of Economics – Trento).</p> <p>A difficulty met in this action was maintaining active the stakeholders participant. The public funding is in this kind of action central as ‘process facilitator’.</p> <p>This experience represents a good practice of networking and acting of local stakeholders but without the direct participation of user organisations. User needs were represented here by the active involvement of the public administration, especially the Bassa Valsugana and Tesino District as local institutions that periodically monitoring elderly people conditions and needs.</p>

<p>Criteria for evaluation (Aspiration list)</p>	<ul style="list-style-type: none"> - <i>Transferability</i> <p>This practice represents a good example of active collaboration of stakeholders according to a quadruple helix approach. The agreement developed can be a document of reference to be transferred in similar contexts, considering that the small dimension of territory and low numbers of potential users.</p> <ul style="list-style-type: none"> - <i>Feedback into policy</i> <p>Strong item of this experience is represented by the active participation and interest in AAL fieldwork of the local government with various departments active at the local level and its legislative autonomy. This allowed – for example - to introduce the AAL as theme of reference in the strategic plan, in the Act of address in eHealth 2011-2013 and in the Deliberation of the Province Board n. 2577 – November 19th 2010 that approved the strategy for innovation in ICT of the Provincial Legislature of the Trento Province. Other policy products were the Deliberation of the Province Board n.7946, June 2001 – approval of the regulation about the criteria for subsidies to individuals that realising home automation interventions, and the Deliberation of the Province Board n. 445, February 2004 – promotion under the EC Programme ‘Innovative action’ of a project for the testing of home automation for elderly people in Valle del Chiese.</p> <ul style="list-style-type: none"> - <i>Quadruple helix</i> <p>As reported before, this action was based on the networking and relationship amongst the local stakeholders operating in AAL field but without the direct involvement of user organisations. They were represented by the local public administration.</p> <ul style="list-style-type: none"> - <i>Higher quality of services and saving public healthcare money!</i> - <i>Keeping the elderly independently longer at home</i> - <i>Acceptance by the elderly of technology and policy</i> - <i>Minimising energy, contribute to sustainability</i> <p>All these four items were considered in the presented good practice. In fact, operating in AAL field considers, testing and promoting technological solutions increasingly innovative were guided by these principles.</p> <ul style="list-style-type: none"> - <i>Degree of Innovation (in governance, fundraising, financing instruments, marketing, internationalisation, processes, services, etc)</i> <p>This good practice presents various kinds of innovation, i.e.:</p> <ul style="list-style-type: none"> • technological innovation: thanks to the development and testing of innovative technological solutions especially in the Home Automation House; • governance innovation: thanks to the development of an innovative agreement amongst the local stakeholders; • innovative dissemination thanks to the periodical opening of the Home Automation House to citizen in order to present new AAL solutions and develop awareness on their potential; • new funding opportunities originated by the public administration awareness of the AAL potential, such as the opportunity of funding house restorations in line with the Manual of Home Automation as a Friend.
<p>Scenario Building</p>	
<p>Lessons learnt from the practice</p>	<p>The main lesson learnt by the Elderly people and home automation in Trentino experience is the potential offered – in terms of innovative policies, technologies and dissemination actions – by the collaboration of the local stakeholders.</p>

<p>Contact information</p>	<p>PROVINCIA AUTONOMA DI TRENTO Piazza Dante,15 - 38122 Trento (ITALY) phone +39 0461 495111</p>
<p>Other possible interesting information</p>	<p>More information about this action are available on: http://www.innovazione.provincia.tn.it/azioni/Solidarieta/-Infrastrutturazione/pagina31.html</p> <p>Other interesting references are the Web sites of the participants stakeholders:</p> <ul style="list-style-type: none"> • http://www.strutture.provincia.tn.it/Dettaglio_Structure.aspx?cod_s=S144 – Social Policy Department at the Trento Province • http://www.innovazione.provincia.tn.it/ - Simplification and Information Systems Department at the Trento Province • http://www.create-net.org/research-engineering/research-areas/ubint - CREATE-NET • http://www.fbk.eu/ - FBK • http://www.compensorioc10.tn.it/ - Bassa Valsugana and Tesino District • Consorzio ALC (http://www.gpi.it/) - GPI, http://www.eurotech.com/it/investitori/ EthLab, http://www.spid.it/info/ (SPID)

ACube - Un sistema avanzato di monitoraggio per il supporto delle residenze assistite (An advanced monitoring system to support the assisted houses)

Partner: CREATE-NET

Section	Indication of content
Title of the practice	ACube - Un sistema avanzato di monitoraggio per il supporto delle residenze assistite (An advanced monitoring system to support the assisted houses)
Precise theme/issue tackled by the practice	Ambient Aware Assistance and Ambient Assisted Living
Practice content overview	<p>Context of the project is represented by Institutions for Assisted Living to create an advanced, generic monitoring infrastructure for Assisted Living, able to monitor in a uniform, adaptive, and high quality manner the patients, the environment and its operators, and the ongoing activities.</p> <p>Actors involved are patients suffering Alzheimer disease, Social workers, Relatives, Managers of the Sanitary Structure.</p>
Location	<p>- <i>Country:</i> Italy</p> <p>- <i>region or district or metropolitan area or municipality:</i> Trentino and Milan area</p>
Detailed description of the practice	<p>The project was funded under the Call for proposal "Grandi Progetti 2006", Autonomous Province of Trento, started in October 2008 and finished in September 2012, and was coordinated by FBK- Fondazione Bruno Kessler (Italy).</p> <p>Partners of the project were: CREATE-NET, University of Trento - Department of Information Engineering and Computer and the Carlo Gnocchi Foundation – Milan. External collaborations were performed with the ICT enterprise GPI and the social cooperative SAD.</p> <p>Main technological objectives were:</p> <ul style="list-style-type: none"> • the development of a monitoring system connected to the environment through a Distributed Sensor Networks and actuators. The system was highly technological, autonomous and self-configurable; • the creation of the conditions for being able to operate in complex scenarios and to be able to recognize, analyse and support complex physical and social processes. It was necessary low intrusiveness and adaptation capabilities to fit different environments and users. <p>The ACube project delivered two pilot sites in order to demonstrate the real-world viability of the proposed technologies and the implemented algorithms. During the life of the project it has been also identified an Integration test site within the Domotic House of Piazza Garzetti in Trento in order to test the integrated architecture of Acube. The two pilot sites are the DAT Smart Home of the Don Gnocchi Institute in Milan and the RSA S.Bartolomeo located in Trento.</p> <p>The overall system architecture of the ACube initial prototype has been deployed within this Integration test sites. The deployed prototype is focused on a subset of the potential sensor technologies of the ACube project, in particular audio sensors, video cameras, RFID and WSN. The Domotic House is equipped with a Konnex-based home automation system to control lighting, doors and windows (among others). Although it has not yet performed an integration with the Konnex bus for the initial deployment, it is being considered as the interaction with elements on the bus can provide ACube with further environmental information that can increase its monitoring and alert capabilities.</p>

<p>Evaluation of the practice</p>	<p>Main results achieved by the project were:</p> <ul style="list-style-type: none"> • the development of an integrated, multi-sensor and configurable platform but also the design of solutions easily transferable thanks to an open architecture and the possibility of integration with pre-existent systems; • strong deployment, testing and validation activities in there different testing sites with different solutions proposed: Appartamento Domotico ITEA (P.zza Garzetti, TN), Appartamento Domotico FDG (Milano), Centro Diurno Alzheimer del Comune (P.zza Fiera, TN), Centro Diurno Alzheimer Cooperativa SAD (Vela, TN), Residenza RSA S.Bartolomeo (TN). These offered real applicative domains of reference as driver for the local development; • very complementary and multi-disciplinary partner consortium with an interesting collaboration; • substantial scientific publications. <p>These results allowed to increase the international value of the research on AAL at the local level (value given in particular by the high number of international publications related to the ACube project).</p> <p>A weak item recognised by the project partners were the tight budget that did not allow to develop all the testing foreseen.</p>
<p>Criteria for evaluation (Aspiration list)</p>	<ul style="list-style-type: none"> - <i>Transferability</i> <p>One of the items considered in all the project phases was the development of solutions easily transferable in different contexts.</p> <ul style="list-style-type: none"> - <i>Feedback into policy</i> <p>There are no specific impacts into policies but this project was one of the results of the interest expressed by the local government about AAL and formalised in the Elderly people and home automation in Trentino initiatives described above.</p> <ul style="list-style-type: none"> - <i>Quadruple helix</i> <p>The project represents a good example of quadruple helix approach. In fact, research institutions, enterprises, public administrations (as funding entity) and social cooperatives actively participated in the partnership. Final users were effectively involved in requirement collection and testing activities. In fact, typical context for the project was nursing homes and the users were: guests, their relatives, care givers, managers.</p> <ul style="list-style-type: none"> - <i>Higher quality of services and saving public healthcare money!</i> - <i>Keeping the elderly independently longer at home</i> - <i>Acceptance by the elderly of technology and policy</i> - <i>Minimising energy, contribute to sustainability</i> <p>All these four items were considered in the presented good practice. In fact, operating in AAL field considers, testing and promoting technological solutions increasingly innovative were guided by these principles</p> <ul style="list-style-type: none"> - <i>Degree of Innovation (in governance, fundraising, financing instruments, marketing, internationalisation, processes, services, etc)</i> <p>The main innovation of the project was a technological one. ACube aim was to design, develop and test an innovative ICT system for the advanced monitoring in the nursing homes and controlling both guests and devices used by care givers.</p>
<p>Scenario Building</p>	
<p>Lessons learnt from the practice</p>	<p>One of the items of interest of the project was the success of the user participation in order to identify their real needs and requirements in order to develop suitable innovative solutions. Services of interest were:</p>

	<ul style="list-style-type: none"> • guest identification; • guest position identification; • emergence monitoring and prevention –fall; • emergence monitoring and prevention –escape; • monitoring of guest behaviour; • monitoring of dangerous behaviours; • night monitoring.
Contact information	acube-info@list.fbk.eu
Other possible interesting information	Project Web site: http://acube.fbk.eu/

Italian Association “Ambient Assisted Living”

Partner: CREATE-NET

Section	Indication of content
Title of the practice	Italian Association “Ambient Assisted Living”
Precise theme/issue tackled by the practice	National network for the promotion of the Ambient Assisted Living
Practice content overview	In 2009, the Province of Trento joined the Italian Association “Ambient Assisted Living” in order to re-enforce its active role in the field of the AAL at the local level. This membership allows an higher visibility of Province activities and the construction of new collaborations.
Location	- <i>Country:</i> Italy - <i>region or district or metropolitan area or municipality:</i> Trentino
Detailed description of the practice	<p>The Act of address in eHealth 2011-2013 of the Trento Province details an action plan for introducing and promoting the use of ICT in healthcare and highlights the importance to identify new intervention models that involve various stakeholders according to multidisciplinary logics. In line with these objectives, the Province joined the Italian Association “Ambient Assisted Living” that works on interventions and policies aimed at improving the liveable home spaces and everyday life, favouring safe, autonomy, and social inclusion.</p> <p>The subscription to this association guarantees an active role of the Province in the promotion and continuity of the many initiatives of AAL at the local level. This allows also the constitution of a working group on the operative issues related to the quality of the interventions (such as for example: cooperative projects funded by the European Commission, the framework agreements regarding the development of innovative actions in the fields of home automation, tele-care and the construction of a contact centre. All these actions are in line with the Deliberation of the Province Board n. 2577 – November 19th 2010 that approved the strategy for innovation in ICT of the Provincial Legislature. This strategy is focused on the thematic areas where the ICT innovation has the higher added value and identifies strategic projects in them.</p> <p>Central innovation area identified is related to healthcare, social issues and quality of life. Main objective is here for the Trento Province the creation of an integrated social-healthcare system that allows to manage in a flexible and efficient way all the citizen data and to offer customised services managed autonomously by the citizen. Main intervention fields identified are:</p> <ol style="list-style-type: none"> 1. integration and interoperability of data and healthcare services in the hospitals aimed at having only a folder per person. Here, various project results are integrated (such as TreC – creation of the citizen case history, CSS – creation of citizen socio-healthcare case history, SPCoop – national public system for the applicative cooperation); 2. development of vertical applications per disease; 3. development of services based on technologies aimed at supporting people with disabilities in their homes, and at allowing the collection of data in the Provincial databases; 4. enabling social networking initiatives to directly and actively involve patients; 5. systematization of the integrated services in a global service concept centred in a Contact Centre.

<p>Evaluation of the practice</p>	<p>The active participation of the Trento Province in the Italian Association Ambient Assisted Living and its promotion is in line with the interest demonstrated by the Province for AAL. In line with the Trento Province strategy for AAL, the main successful item is the strong networking and collaboration amongst stakeholders all over Italy.</p> <p>The constitution of an Italian association about AAL answers to the present perspective of progressive ageing of Italian (and not only) population and the related need of new multi-disciplinary models of networking aimed at the development and testing of innovative services for active ageing.. in line with these premises, the Association is focused on the improvement of the quality of life of elderly people, people with physical, social and mental disabilities, working on the following sectors:</p> <ul style="list-style-type: none"> • e-health; • tele-care and tele-monitoring; • Ambient Assisted Living technologies; • Social inclusion; • home automation and social housing. <p>Main aims of the Association are:</p> <ul style="list-style-type: none"> • to contribute to the development of policies and strategies for the promotion of AAL at the national and regional levels, coordinating them with the EC orientations; • to disseminate knowledge and practices for the use of innovative AAL technologies; • to promote a multi-disciplinary approach; • to promote the networking of the members aimed at common projects; • to promote, support and coordinate common initiatives at national and international levels. <p>Despite the interest demonstrated by the members, the coherence of objectives and actions proposed with the future demographic evolution, this initiative has a Web site that was not updated after 2010.</p>
<p>Criteria for evaluation (Aspiration list)</p>	<p>The constitution of an Italian association to promote AAL at the national and international level was an interesting initiative that realises the quadruple helix approach and offers innovative opportunities of dissemination. These answers to a recognised need to develop awareness and knowledge in the citizen about AAL potential in terms of higher quality of services and saving public healthcare money, keeping the elderly independently longer at home, acceptance by the elderly of technology and policy, and minimising energy, contribute to sustainability.</p>
<p>Scenario Building</p>	
<p>Lessons learnt from the practice</p>	<p>The Italian Association Ambient Assisted Living offers innovative dissemination opportunities at the national and international levels, developing awareness in citizen and combining experiences and needs at the national level. The most interesting initiatives is the organization of the Italian on the Ambient Assisted Living (ForItAAL - https://sites.google.com/site/foritaal2012/) in collaboration with the Ambient Assisted Living Joint Programme.</p>
<p>Contact information</p>	<p>Associazione Italiana Ambient Assisted Living c/o l'Istituto per la Microelettronica ed i Microsistemi del CNR Via Monteroni, presso Campus Universitario, Palazzina A3, 73100 Lecce (LE) Italy info@aitaal.it</p>

	+390832 422517
Other possible interesting information	http://www.aitaal.it/

AAL Austria: Innovation platform for intelligent assistance in daily life

Partner: COG

Section	Indication of content
Title of the practice	AAL Austria: Innovation platform for intelligent assistance in daily life
Precise theme/ issue tackled by the practice	Support of building up an AAL community in Austria.
Practice content overview	AAL Austria aims at linking the stakeholders (key players) in the field of AAL to raise the public awareness of AAL.
Location	AAL Austria is located in Vienna. The executive committee is composed of members from different organisations in different federal states of Austria, including Upper Austria.
Detailed description of the practice	<p>AAL Austria was initiated by the Federal Ministry for Transport, Innovation and Technology and is organised as an association, which was registered in March 2012. As of May 2013, the executive committee is composed of 12 members who are from different fields, like research, business, pressure groups and finally social organisations that are representing the end-users.</p> <p>The association is financially supported by the Federal Ministry of Transport, Innovation and Technology. The members of the executive committee are acting voluntarily.</p> <p>In detail, AAL Austria focuses on the following aims:</p> <ul style="list-style-type: none"> • to establish an efficient exchange of experiences among the stakeholders • to connect developer, provider and end-user • to provide information and consultancy for decision makers (e.g. policy makers) • to collect and distribute knowledge and best practices in this field • to support a framework for a better access of AAL technologies and products at the market <p>In the frame of this initiative, the following 7 working groups were established:</p> <ul style="list-style-type: none"> • AAL vision Austria: This working group deals with the creation of a consistent and homogeneous definition of AAL and the question how AAL can be used to meet the needs of the elderly and to reach the highest benefit for this target group. • AAL product catalogue: The main objective of this working group is to collect already existing products in the field of AAL to make it easier for the end-users to find adequate products and their providers. • AAL exchange of experiences: This group aims at collecting experiences from previous projects in order to identify best practices in this area. It focuses on the integration of end-users during different stages of the process (with regard to the development and application of AAL technologies) and also on ethical, legal and gender issues. • AAL business concepts: In the frame of this working group, business concepts will be developed by taking different actors in business, politics and research and the end-users into

	<p>consideration.</p> <ul style="list-style-type: none"> • AAL & ethics: It aims at raising the awareness of ethical topics concerning the use of AAL technologies. • AAL articulation of needs: This group elaborates practicable tools, methods and processes to ensure user-oriented developments. • AAL consultancy: This working group aims at developing processes, concepts and strategies to inform end users about the use of technical solutions and services in an easy way and to enable contacts to providers.
<p>Evaluation of the practice</p>	<p>As of May 2013, 27 institutions, organisations and companies are (ordinary) members of AAL Austria. In addition, representatives of stakeholders who are not officially members of this association joined the working groups listed above.</p> <p>Some of these working groups have already started to meet on regular basis.</p> <p>AAL Austria is a considerable good practice in the field of AAL, because a lot of important Austrian stakeholders (key players) joined this association. This fact can be seen as an important step towards a strong network that deals with numerous aspects of AAL in a comprehensive way.</p> <p>The executive committee is composed by people who work for AAL Austria voluntarily beside their jobs. Due to the fact, that this association is financially supported by the Austrian Federal Ministry for Transport, Innovation and Technology it can be seen as a good practice for good governance in the area of AAL.</p> <p>AAL Austria does exist since one single year. Therefore, still some time is needed to start all foreseen processes and activities. An evaluation of the outcome of this initiative at this stage is too early.</p>
<p>Criteria for evaluation (Aspiration list)</p>	<p>The initiative follows the approach of “quadruple helix” by involving public authorities as well as business, research and end-user representatives.</p> <p>The objectives of AAL Austria can serve as a profound basis for the evaluation of the results of this initiative and its working groups. These objectives are the following:</p> <ul style="list-style-type: none"> • to get to know the different Austrian stakeholders and actors involved in the field of AAL • to get an overview on existing AAL products, providers and services • to learn from previous AAL experiences and projects • to analyse and identify the AAL market potentials • to raise acceptance of AAL among end users by integrating them in the development process and by providing information on appropriate AAL-technologies • to support the use of AAL-technologies and subsequently to enable elderly people a longer independent life at home <p>Therefore, an evaluation of this model of good practice should focus on the questions how and to what extent AAL Austria actually meets these objectives.</p>
<p>Scenario Building</p>	
<p>Lessons learnt from the practice</p>	<p>Due to the scattered actions of key players it was important to found an association to bring all relevant stakeholders together who are dealing with various aspects of</p>

	<p>AAL.</p> <p>AAL is a recent topic with new and partly unknown market potentials. Therefore it makes sense to build up a community and a strong network in order to learn from each other by exchanging experiences and ideas.</p> <p>The financing of this initiative by public authorities is necessary to ensure independent working processes where all interested groups, organisations and companies can contribute to the projects' objectives.</p> <p>AAL Austria shows that it needs some time to build up a network and start with efficient work on the defined topics.</p>
<p>Contact information</p>	<p>President: DI Dr. Michaela Fritz (AIT Austrian Institute of Technology – Health & Environment)</p> <p>General secretary: DI Uli Waibel (Innovendo – Innovation meets market)</p> <p>E-Mail: kontakt@aal.at</p>
<p>Other possible interesting information</p>	<p>Website: www.aal.at</p> <p>- Documents (statutes of the association and folder) can be downloaded here : www.aal.at/downloads</p>

Benefit




Partner: COG

Section	Indication of content
Title of the practice	"benefit"
Precise theme/ issue tackled by the practice	<ul style="list-style-type: none"> • "benefit" is a programme of the Federal Ministry for Transport, Innovation and Technology (BMVIT) managed by FFG • The Ambient Assisted Living Joint Programme (AAL) is a European R&D programme of 21 EU Member States with the financial support of the European Union (Art. 169). • In analogy to "benefit", AAL provides targeted funding for the development of products and services designed to enhance the quality of life of older people. • Additional programme goals include fostering innovative ICT based products and services for ageing well at home, in the community and at work.
Practice content overview	<ul style="list-style-type: none"> • "benefit" is a programme of the Federal Ministry for Transport, Innovation and Technology (BMVIT) managed by FFG • The Ambient Assisted Living Joint Programme (AAL) is a European R&D programme of 21 EU Member States with the financial support of the European Union (Art. 169). • Funding is provided for innovative, application-oriented projects in cooperation between business enterprises and research institutions or social service providers, with substantial involvement of end users. • Applications for funding under the benefit programme can be submitted by companies, research institutions, researchers, social service providers, end users (older people, NGOs, professional associations), public authorities (provincial governments, local authorities), and consortia.
Location	Austria
Detailed description of the practice	<ul style="list-style-type: none"> • started in 2007 • programme of the Federal Ministry for Transport, Innovation and Technology (BMVIT)
Evaluation of the practice	
Criteria for evaluation (Aspiration list)	<ul style="list-style-type: none"> • Transferability: project / project idea is transferable if funding by government is possible • Feedback into policy: funded by the government • Quadruple helix: <ul style="list-style-type: none"> - Funding is provided for innovative, application-oriented projects in cooperation between business enterprises and research institutions or social service providers, with substantial involvement of end users. - Applications for funding under the benefit programme can be submitted by companies, research institutions, researchers, social service providers, end users (older people, NGOs, professional associations), public authorities (provincial governments, local authorities), and consortia. • Degree of Innovation: unique programme which will be integrated into "Information- and communications technology (ICT) for the future" from 2014 onwards. Thus, it is a programme which is sustainable.

Scenario Building	not applicable
Lessons learnt from the practice	not applicable
Contact information	<p>FFG - Österreichische Forschungsförderungsgesellschaft Sensengasse 1, 1090 Wien</p> <p>Dr. Gerda Geyer Tel.: +43 (0) 5 7755 Durchwahl 4205 Fax: +43 (0) 5 7755 Durchwahl 94205 E-Mail: gerda.geyer@ffg.at oder benefit@ffg.at</p> <p>Bundesministerium für Verkehr, Innovation und Technologie Renngasse 5, 1010 Wien</p> <p>Dipl.-Phys. Kerstin Zimmermann Tel.: +43 (0) 1 71162 Durchwahl 653503 Fax: + 43 (0) 1 71162 Durchwahl 652016 E-Mail: kerstin.zimmermann@bmvit.gv.at</p>
Other possible interesting information	<p>http://www.ffg.at/en/benefit</p> <p>http://www.bmvit.gv.at/innovation/downloads/benefit_fold08.pdf</p> <p>http://www.bmvit.gv.at/innovation/ikt/benefit.html</p>

INTEGRI - Austrian Award for integrated patient-centred care

Partner: COG

Section	Indication of content
Title of the practice	INTEGRI - Austrian Award for integrated patient-centred care
Precise theme/ issue tackled by the practice	<ul style="list-style-type: none"> change of society and their needs (in respect to healthcare), demographic changes, etc. thus, there is also a change / need for change in the field of integrated patient-centred care the INTEGRI is an award which is given to companies which have developed innovative business models with respect to integrated patient-centred care which then leads to an improvement of the Austrian health-care-system (especially through the a.m. innovative business models)
Practice content overview	<ul style="list-style-type: none"> the INTEGRI is a platform for companies which have developed innovative business models and which are with this award given the chance to present themselves and their projects the INTEGRI can be considered as a GP because it supports innovative projects in the field of integrated patient-centred care (which is – looked at from a wider perspective – an issue closely related to AAL) the support is given not only because those projects already implemented are shown to the public support is also provided because such “marketing” then encourages other companies to become active in such field of business
Location	<ul style="list-style-type: none"> Austria Upper Austria
Detailed description of the practice	<ul style="list-style-type: none"> Founded in 2012 Partners: <p>Organisation 2012 & 2014:</p>  <p>Platin-Sponsor 2012:</p>  <p>Gold-Sponsor 2012:</p>  <p>Silver-Sponsors 2012:</p>



additional

supporters:



media

partner:



Evaluation of the practice

36 nominees, details as shown below

Aktion MEIN HERZ	Vinzenz Gruppe
Alles unter einem Dach - das SMZ Liebenau	SMZ Liebenau
Ambulante Geriatriische Remobilisation	A.ö. Krankenhaus der Elisabethinen Klagenfurt GmbH
Behandlungspfad Coxarthrose-Hüftenprothese	AUVA UKH Kalwang
BRISANT, berufliche Reintegration stationärer Alkoholabhängiger nach Therapie	Anton Proksch Institut
Brustgesundheitszentrum Goldenes Kreuz Privatklinik	Goldenes Kreuz Privatklinik Betriebs GmbH
Case und Caremanagement Tennengau	gesundheitsnetzwerk.at Reg.Gen.m.b.H.
CIRSmedical.at, Das Fehlerberichts- und Lernsystem des österr. Gesundheitswesens	ÖQMed GmbH
Das Learning und Reporting System CIRPS in den Einrichtungen der AUVA	AUVA Graz
Disease Management Programm (DMP)	Competence Center Integrierte

	"Therapie aktiv - Diabetes im Griff"	Versorgung /WGKK
	Gesundheitsdialog Diabetes mellitus	Versicherungsanstalt für Eisenbahnen und Bergbau
	Implementierung eines Interdisziplinären Gewaltopferbetreuungsteams am Akh Linz	Akh Linz
	Integratives Wundmanagement	Competence Center Integrierte Versorgung /WGKK
	Integrierte Versorgung durch "Ambulante Reha" - Ein neuer Weg der Vinzenz Gruppe	Orthopädisches Spital Speising
	Integrierte Hospiz- und Palliativversorgung in NÖ	NÖ Gesundheits- und Sozialfonds
	Integrierte Patientenversorgung für Knorpelzellen Transplantationspatienten	LEOMED Medical Systems GmbH
	Integrierte Versorgung Schlaganfall in Oberösterreich	OÖ GKK
	Integrierte Versorgung zwischen Akutkrankenhaus und Pflegehaus an einem Standort	Barmherzige Schwestern Pflege GmbH
	Integrierte Vollversorgung Liesing / Zentrum Siebenhirten	Initiative ELGA
	Integrierte Nahtstellenmanagement WE.G.E. 42	ARGE WE.G.E. 42
	Integriertes Versorgungsmanagement zur Reduktion von chronischen Rückenschmerzen	Privatperson
	Interdisziplinäre soziale Beratung und Versorgung	AKh Linz
	Interdisziplinäre Versorgung bei HIV AIDS Patienten	AKh Linz
	Langzeitbeatmung und Entwöhnung	Caritas für Betreuung und Pflege
	Mobile Dialyse Vorarlberg	Landeskrankenhaus Feldkirch

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	<p>3 award winners - details as below:</p> <p>Category: „Patient- and family member orientation“: Project „Long-time artificial ventilation and withdrawal“, Caritas für Betreuung und Pflege</p> <p>Category „Model-funktion with respect to health-policies“: Project „Integrated Hospice- and palliative patient-centred care in Lower Austria“, NÖ Landeskliniken-Holding, Niederösterreichische Gesundheit- und Sozialfonds</p> <p>Category „Creative Solutions“: Project „network active – better life with dementia“, Wiener Gebietskrankenkasse, Competence Center Integrierte Versorgung</p>																						
<p>Criteria for evaluation (Aspiration list)</p>	<ul style="list-style-type: none"> • Transferability: project / project idea is highly transferable • Feedback into policy: Pressetalk given by Health Minister of Austria as well as people from the regional health insurance fund -> great support • Quadruple helix: <ul style="list-style-type: none"> - all projects were addressed to the elderly and their caring family members 																						

	<ul style="list-style-type: none"> - project partners / nominees were companies as well as governance-related institutions - support was given by regional R&D-institutions • Degree of Innovation: 1st award of this kind, brought into being in 2012 – 2nd run in 2014
Scenario Building	not applicable
Lessons learnt from the practice	
Contact information	Clusterland Upper Austria (COG) Gesundheits-Cluster Barbara Wiplinger +43 732 79810-5152 barbara.wiplinger@clusterland.at
Other possible interesting information	http://www.integri.at/6_ENG_HTML.phpwebsite

MOHANET Mobile Care

Partner: INNOSKART

Section	Indication of content
Title of the practice	MOHANET Mobile Care
Precise theme/issue tackled by the practice	Introduction of innovative services of mobilecare for elderly people
Practice content overview	<p>The primary profile of Mohanet Ltd. is their own-developed GPRS-based remote monitoring systems that are offering a wide range of telemetries services in different areas under very favorable operating conditions. Their system is able to provide remote management services for the property and fire-fighting equipment, emergency rescue, building security and monitoring systems, lifts and other equipment, moving vehicles. The communication technology they use provides nationwide coverage. Within the framework of the “New Hungary Development Plan - Economic Development Operational Programme” the company has implemented a significant technological development, thus expanding the company's IT development, quality control, and manufacturing capacity.</p> <p>They developed different ICT supported solutions for promoting collaboration in the field of the mobile-care for elderly people, supporting the active interaction of local institutions, enterprises, municipalities and final users.</p> <p>3 keys for the healthy, long life tailored for individuals:</p> <ul style="list-style-type: none"> • HealthCare • MedCare • Telemedbook
Location	<p>- <i>Country:</i> Hungary</p> <p>- <i>Region or district or metropolitan area or municipality:</i> Budapest</p>
Detailed description of the practice	<p>Conscious and concerted consumption of supports within the domestic innovation system, the company has fulfilled significant developments and become a dominant player of the Hungarian and even the international markets.</p> <p>In Hungary, within the framework of the “New Hungary Development Plan” - Economic Development Operational Programme (GOP), there are several calls to support the SME's innovation work.</p> <p>The MOHANet Mobilsystems has submitted their applications and received grant to improve their R+D activities.</p> <p>In 2010, they developed a multi-function cell phones on an IP basis. This product helped to improve the company's service and product offers, that made the company able to take advantage of the new economic and commercial opportunities. The equipment is to support a complex and innovative services package. The innovation and the new content was jointly the broad functionality of the equipment and the corresponding remote control software package, which is unique in all over the world.</p> <p>The next development, in 2011, was a general remote control software and the related hardware for automatic personal serving system that includes some special features.</p> <p>In 2012, the Vehicle Inspection software and the related hardware was developed.</p> <p>These R+D activities made MOHANET able to provide such products and services, which are unique in the market and assist everyone to make health preservation or</p>

regular health checkups easier. Furthermore, the company's aims are also to facilitate the responsible elderly care and support the active ageing, so that everyone can keep the loved ones safe and active in 24 hours a day.

Acknowledgements

Below you can see the MOHAnet's vocational acknowledgements, for which they say thank to their service provider partners, and their colleagues working hard on the successful development of Mohanet products.

The Hungarian Innovation Alliance acknowledged the work of the company referring to the „Mobile nurse calling and person supervisory signaling system” innovation and gave the HUNGARIAN INNOVATION AWARD to the company in 2005.

The first debut of their GPRS telemetric system was on the MicroCad Academic Conference (2005, 2006) organized by the Miskolc University, Hungary. The professional enquirers could look into the system's structure, and reliable operation. The program attracted attention to the professional acknowledgement of the technical work, and also to the economic and social advantages of the introduced innovations.

Its GPRS telemetric system won „THE SAFETY TECHNOLOGY SOLUTION OF THE YEAR” in the year of 2005 and 2006 which the Detector Plus wealth protection trade magazine handed over on the profession's bests tender with a certificate and a sculpture.

In 2008 the jury of the Hungarian Quality Product Association gave the Hungarian Quality Product Award for the person supervision signalling device of elderly called Medcare, which was developed by MOHAnet Ltd. In the same year the same product Medcare received the Hungarian Product Grand Prize also.

The Prize of Innovative ICT solutions: in 2010 the editorial office and jury of IT Business waited for innovation tenders being only in two categories: project and product development. The „New Dimension of Mobile Service” of MOHAnet Mobilsystems Co was rewarded with a Special Award. The company, using the favorable feature of the mobile internet, had made its system suitable for providing remote supervision services of various application areas, for which the technology applied ensures a national coverage. The remote supervision involves alarm,- fire signalling device, elevator, technical and technological system, furthermore vehicle and person monitoring in 24 hours.

National Innovation Special Award 2010.

Realising the bigger and bigger demand for mobile monitoring and care to adjust flexibly to the elder life, the company has developed a 4in1 mobile phone, which is suitable for person and therapy monitoring, tele-care and traditional private-aimed mobile service. Forwarding emergency calls, location, life and state signals occurs in data form using package-connection technology of GPS/GPRS, phone conversations occur in voice format with traditional GSM technology. A product with such complexity had not been launched into the Hungarian market, so the company's innovative product and service has gained a high scoring on the basis of 4in1 function, and price/service, and as a Hungarian- developed device, it also received an excellent technical support. This service has a significant innovation value, because it had been planned for a special application area, having all usable functions. It can be seen, that the developer did his utmost to establish the simply usage of it.

The distinguishing title of Hungarian Product Grand Prize 2011 was intended to acknowledge and reward the products, services and corporations showing real commitment to quality in their activities and place special importance on the production of products/delivering of services of uniformly high quality.

Next the Hungarian Product Grand Prize, the Informatics Award of Excellence of the Hungarian Product Grand Prize Tender has been also won by MOHAnet Mobilsystems Co. The consil of the tender callers established the award this year on

tradition preserving purposes, which was won by MOHAnet Mobilsystems Co. with its VARIO Medcare, the mobile Healthguardian, the highly creative application of the 21st century's technology, which improves and secures the quality of life.

IT Business Leadership Award 2012 Special Award The prize of Innovative ICT Solutions: The jury of IT-Business has rewarded the innovative solutions of Telemedbook, which offers unique possibilities for health-conscious,- or momentarily ill users to store the health related data online, at a structured way. After a registration of free of charge, the users can collect their parameters on the portal, to where the data can be uploaded at the simplest way by VARIO Medcare developed by MOHAnet, as the various medical instruments can be connected to the mobile device via Bluetooth. The website ensures us to share our results, so our relatives or doctors can have daily review of our status as well.

The Hungarian Innovation Foundation called the XX. Hungarian Innovation Grand Prize in 2012, the jury has given acknowledgement for MOHAnet Mobilsystems Co. for the innovation of „VARIO Medcare, the mobile Healthguardian”.

MOHAnet Mobilsystems Co. was rewarded by a worldwide acknowledgement in July 2012, as one of the products of the company has won the "Your Business. Your Fame" competition organized by Microsoft in the title of "Best Windows Azure Application of CEE". The Hungarian company has won the jury's recognition with the Telemedbook health social portal and the related complex hardware and software services. This honorable prize was handed over at the Microsoft World Partner Conference in Toronto.

Evaluation of the practice

"VARIO MEDCARE mobile HealthGuardian device" is a multi-faceted, user-friendly, innovative emergency calling device, which can satisfy the market demands uncovered so far for the elderly and ill persons.

The Mohanet's innovative product development model has produced as its main result different kinds of collaboration among the main actors operating and working on mobile care. These collaborations are active and developing other new projects in this field on local level.

1. Municipalities

In Hungary, nearly 30,000 clients use the Signaling Home Care (SHC) system, despite the fact that nearly a third of the population, ~ 3.2 million people are in retirement age.

Reducing healthcare costs can encourage the municipalities for using the SHC system in their difficult financial situation.

The Mohanet offer a business model providing assistance to integrate the SHC system into their services to elderly and sick people.

In this market their VARIO MEDCARE product and its predecessor has been successful: there are many small regional and local governments have been providing the MEDCARE systems using almost 1,800 equipment:

- Újpest Local Government Health and Social Affairs Institute
- Salgótarján and surrounding area Multipurpose Association - 10 settlements
- Sátorajáújhely and surrounding area Multipurpose Association - 18 settlements
- Pécs Regional Social Service Center
- Kiskunmajsa (subregion) Social Institution
- Baptist Church in Hungary (Kiskorös)
- Szikszó Local Government

2. Civil society:

Mohanet has been in co-operation with Volunteer Helpers Benefit Public Organization since the summer of 2012. With the assistance of the volunteers of the Helper Organization, medical care and drug prevention are provided at sport and cultural events such as the Sziget, the VOLT, the Tokaj-Hegyalja, the Balaton Sound festivals. From the summer of 2012 the work of the Helpers (localization,

	<p>communication, emergency calls etc.) is assisted by the VARIO MEDCARE, the mobile Health guardian.</p> <p>3. For businesses:</p> <p>Employees working in a 100% condition are very important for all of the companies. Although you cannot oblige your employees for healthy way of life, tragedies can be easily prevented with regular health checks.</p> <p>VARIO Healthcare service package is such a tool that is able to save extra costs for the businesses. The most important information indicating the momentarily health state can be determined in 10 minutes:</p> <ul style="list-style-type: none"> • blood-pressure • mass (shows: body fat mass, water quantity, BMI index etc.) • blood-oxygen • temperature • ECG <p>Via the reseller network the Mohanet has an increasing market share.</p> <p>4. For Pharmacies</p> <p>Mohanet offers special networking activities to the pharmacies and supports organizing health checks by an adequate media campaign that substantially increase the number of the clients visiting the pharmacy. The Mobile Health Guardian product has won several international and domestic prizes. The Hungarian developed device is able to fundamentally reform the elderly care. Pharmacies are interested in a possibility, when they have a presence in a campaign by selling a smashing technological achievement, which is in the center of the media's attention.</p> <p>5. For Health service providers, Private Clinics</p> <p>According to the Private Clinics point of view, the extra advantage of Mohanet services that they have been already recognized in the local and international market, not to speak about the fact that the team planned and developed the tools and services have already won several national and international prizes. So VARIO Healthcare could be such a solution package for them, which provides considerable income increase. Clinics are also interested in selling the smashing Mobile Health Guardian device. This revolutionary device is constantly receiving the international recognitions that help strengthening the high image level of the private clinics.</p>
<p>Criteria for evaluation (Aspiration list)</p>	<ul style="list-style-type: none"> - Transferability <p>This good practice represents an example of active collaboration of the AAL market. The developed business model can be a transferred in similar contexts.</p> <ul style="list-style-type: none"> - Feedback into policy <p>This good practice is a business oriented experience. The active participation of the innovative SME in the government's programmes have made the innovation supports more effective and successful in Hungary.</p> <ul style="list-style-type: none"> - Quadruple helix <p>As reported before, the R&D funding was provided for innovative and application-oriented projects that made each other more successful in the market via networking of the research institutions, businesses and social service providers, with substantial involvement of end users.</p> <ul style="list-style-type: none"> - Degree of Innovation (in governance, fundraising, financing instruments, marketing, internationalisation, processes, services, etc) <p>This good practice is integrated into the Hungarian Innovation Support Programme. The acknowledgements are representing the project's innovation power in</p>

	<p>worldwide. There are further possibilities to expand the service range in the elderly care market with new and world-known developments within the Hungarian and EU innovation support programmes. The strong point is that this innovative Hungarian company has already got a footing in international market as well.</p>
Scenario Building	
Lessons learnt from the practice	<p>The main lesson learnt by the MOHANET mobile care experience is the innovative product- and service developments and dissemination strategy based on the collaboration of the local actors.</p> <p>The Mohanet management has defined the exact scope of its innovation governance activities. They focused on the content (and not only the projects), and on process also. Similarly, they have developed product and process innovations like business model, service and/or marketing innovations.</p>
Contact information	<p>http://www.mohanet.hu</p>
Other possible interesting information	

Care Újbuda Municipality's EU projects - Q-Ageing – (2008-2012) and Senior Capital (ongoing)

Partner: INNOSKART

Section	Indication of content
Title of the practice	<p>Újbuda Municipality's EU projects - Q-Ageing – (2008-2012) and Senior Capital (ongoing) to establish an innovative service package based on different researches in the projects.</p> <p>LP in both international projects is the Újbuda Local Municipality, Hungary</p>
Precise theme/issue tackled by the practice	<p>Creating an appropriate environment for the elderly is a must in all towns and cities. Nonetheless, social exclusion, segregation and disintegration of neighbourhoods could seriously thwart these efforts. The balance between generations will be so shifted that the present working of society will not be sustainable and the old welfare system should cease to exist. So keeping the elderly employed as long as possible not only supports the social inclusion but also creates an important factor in the background of economic sustainability of the society.</p>
Practice content overview	<p>11th district of Budapest (Újbuda) is the most populated part of the capital with almost 140.000 inhabitants. The district is more and more facing the challenge of ageing as one third of inhabitants belong to the 60+ age group and this rate is constantly growing. In addition to social and health services for this age group, Újbuda runs a complex program successfully. This program aims to improve the quality of life of the elderly, community and advocacy role in strengthening support for active ageing.</p> <p>The Senior Capital project originates from the currently closing Q-Ageing Central Europe project (both initiated by the Municipality of Újbuda). In line with Q-Ageing's final recommendations Senior Capital shifts from promoting active ageing per se to establishing a stronger economic role of senior citizens'.</p>
Location	<p>- <i>Country:</i> Hungary</p> <p>- <i>region or district or metropolitan area or municipality:</i> Újbuda - Budapest</p>
Detailed description of the practice	<p>The Q-Ageing project was established in a cooperation of 9 European cities or organisations aims at improving the living and working environment for the elderly people. The consortium leading by Újbuda municipality focused on creating better conditions to enable active ageing by developing actions which belong to the competences and legal responsibilities of local and regional authorities. The actions were concentrated on public services and urban living environment.</p> <p>„Senior Capital – Develop Human Capital of Seniors to Increase their Economic and Social Value in a Knowledge Based and Competitive Economy” started on 1 September 2012 and ends on 31 December 2014. The consortium strongly believes that with the help of Senior Capital 50+ age group has a more effective role in the economy in the future, and they can transfer their knowledge to young people.</p> <p>Senior Capital wishes to contribute to the economic competitiveness of CE through developing knowledge and enlarging quality workforce with a focus on seniors. The specific objective is to put transnational strategies into action to better exploit the economic potential of an ageing population while creating opportunities for businesses through</p> <ol style="list-style-type: none"> 1) investing in human capital of 50+ seniors 2) promoting their involvement in economic activities and 3) creating new and financially sustainable framework catalysed by municipalities.
Evaluation of the practice	<p>Main results achieved by the project were:</p>

	<ul style="list-style-type: none"> • the improvements of public services and also the structure of the different solutions adapting them into the elderly people's needs are easily transferable; • strong point is the increasing social integration of the district's elderly population; • complementary consortium with an effective leadership that made the new project idea to be prepared.
Criteria for evaluation (Aspiration list)	<ul style="list-style-type: none"> - Transferability <p>All the project's elements easily transferable in different geographical areas.</p> <ul style="list-style-type: none"> - Feedback into policy <p>There are no specific impacts into policies but these local government projects have made it possible to introduce and formalised these kinds of services for elderly people in Újbuda district.</p> <ul style="list-style-type: none"> - Quadruple helix <p>The local governments and civil society developing research institutions are involved into the projects's partnerships but having developed the methodologies they are involving businesses during the implementation phase. In fact, public administrations, enterprises, research institutions, and social cooperatives are working together in a very active way. The target groups, the elderly people were effectively involved in requirement collection and testing activities.</p> <ul style="list-style-type: none"> - Degree of Innovation (in governance, fundraising, financing instruments, marketing, internationalisation, processes, services, etc) <p>The main aim was to design, develop and test an innovative service system for the elderly people in urban environment.</p>
Scenario Building	
Lessons learnt from the practice	<p>Due to strong similarities in the social / economic challenges faced by CE regions, transnational cooperation can undoubtedly produce better results in a much more cost-efficient way compared to individual efforts by regions. Q-Ageing proved the benefit of such cooperation and formed the basis for the split of roles and tasks within the partnership to fully exploit the added value of each partner. This successful cooperation made the municipality able to apply for the next international project in this field, which offers the opportunity for sustaining innovation.</p> <p>The programs linked to the development of international partnership consider as primary ones and they, as a lead partner were able to give meaning to this aspect.</p>
Contact information	http://www.ujbuda.hu/60plusz
Other possible interesting information	<p>Project Web site:</p> <p>http://q-ageing.eu/</p> <p>http://seniorcapital.eu/</p>

Senior-friendly Local Government Award

Partner: INNOSKART

Section	Indication of content
Title of the practice	Senior-friendly Local Government Award
Precise theme/issue tackled by the practice	<p>The Senior Friendly Local Government Award according to the proposal of the Senior Citizens Council was founded by the Minister of Social Affairs and the Minister of Home Affairs in 2004 based on the co-regulation decrees of 58/2004 (June 12), ESZCSM BM.</p> <p>The founders of the award, behind recognizing the results so far, would like to draw the attention to the fact that the local governments can make the most for the implementation of the complex active ageing policy.</p>
Practice content overview	<p>Those local governments can apply for the Senior Friendly Local Government Awards through a tender which:</p> <ol style="list-style-type: none"> 1 perform all the tasks that are belonging to their competency according to the legislation and additionally 2 implement the general requirements set in 58/2004 and ESZCSM -BM (June 18) Regulation on the establishment of a Senior-Friendly Local Government Award as the following: <ol style="list-style-type: none"> a.) their activity - especially utilizing the grant opportunities - foster the operation of the local senior citizens associations, and contribute to their recreational programs' implementations. b.) establish exemplary cooperation with people and organizations in the field of Active Ageing, c.) extensive involvement of the elderly citizens and their associations into the local public life, d.) through the creation of employment opportunities maintain the elderly citizens' existing skills, help the utilization of their experience and knowledge, and encourage the improvement of their quality of life, 3 by the implementation of a) to d) settings they are developing their local senior-friendly policies system that provides their long-term, profitable operation in this area.
Location	<p>- <i>Country:</i> Hungary</p> <p>- <i>region or district or metropolitan area or municipality:</i> Székesfehérvár city</p> <p>In 2008, 68 municipalities applied for the award and six of have received it. Székesfehérvár is the only awarded city in the Transdanubian region.</p>
Detailed description of the practice	<p>The received applications indicate that there are many ways of being a senior-friendly local government:</p> <ul style="list-style-type: none"> • Make elderly people feel themselves comfortable in their locality. <p>It means that they are well-informed about the life and the plans of the town, the elderly are involved into the consultation to find out their views and wishes. They actively participate in the life of the city, and get help referring to the local transport and also to the self-dealing personal administrative affairs.</p> <ul style="list-style-type: none"> • Offer an easy access to the health care system, and adapt the social services to the local needs. • Organize cultural programs, information and community events for the

	<p>senior citizens, or even involved them into the preparing period.</p> <ul style="list-style-type: none"> • Make pensioners' clubs, and other, mostly elderly people interested social circles available, or even offer support to the retired art groups to reach local or national, even international festivals. • Build or repair sidewalks, tidy up parks and place benches, offer preferential use of swimming pools, thermal baths and also made community facilities available • Support courses (e.g. IT or language) for seniors <p>Some municipalities get different services from the elderly inhabitants:</p> <ul style="list-style-type: none"> • Pensioners take up public places, tidy up parks, plant flowers in public spaces. • Prepare homemade cakes, pastries for the village days, • Organize local events, and • Do volunteering in different areas.
<p>Evaluation of the practice</p>	<p>The strong point is the recognition of the specific results of the activities undertaken by the responsible for local Senior Citizens.</p> <p>During the process of tendering:</p> <ul style="list-style-type: none"> • the applicant gets information on the specific needs of local senior citizens • learn how to think and work together as partners, with the local seniors' organizations and other civil society organizations. • valuable and innovative ideas are collected in relation to the application, and they can be inspiring for other municipalities, also. (in 2004 a volume entitled "Senior-Friendly Local Governments" was edited, which serves as a collection of good practices for majors who also want to make their settlement Senior-Friendly. The volume available for all municipalities. (Legjobb gyakorlatok (tanulmány)) (PDF, 534 kByte)
<p>Criteria for evaluation (Aspiration list)</p>	<ul style="list-style-type: none"> - Transferability <p>All the elements of the awarding tender easily transferable in different geographical areas.</p> <ul style="list-style-type: none"> - Feedback into policy <p>There is direct information to the policy makers and the effects of these local government services can be measured in local level.</p> <ul style="list-style-type: none"> - Quadruple helix <p>The local governments and civil society are involved into the partnership programmes but involving businesses during the implementation phase is recommended. The target groups, the elderly people usually are effectively involved in all cases.</p> <ul style="list-style-type: none"> - Degree of Innovation (in governance, fundraising, financing instruments, marketing, internationalisation, processes, services, etc) <p>The main aim is to encourage the local governments to design and develop innovative services for the senior citizens. The collected innovative ideas are shared and communicated in national level, and part of the municipalities' innovation governance topics.</p>
<p>Scenario Building</p>	
<p>Lessons learnt from the practice</p>	<p>The Senior-Friendly Local Government Award system has achieved its target and promote and distribute the active ageing culture in Hungary , in the spirit of an all</p>

	age groups inclusive society. The award encourages local governments and supports the active ageing in local level, and also promotes cooperation and solidarity between generations.
Contact information	http://www.szmm.gov.hu/main.php?folderID=880
Other possible interesting information	http://hir6.hu/cikk/20058/081002_idosbarat_onkormanyzat_dij_szekesfehervarnak

INMOLD d.o.o.

Partner: RPK Uzice

Section	Indication of content
Title of the practice	INMOLD d.o.o.
Precise theme/issue tackled by the practice	Designing of robots and servicing
Practice content overview	<p>Inmold Ltd :</p> <p>It produces industrial Cartesian robots- which are applied in the plastic material processing industry.</p> <p>The robots are classified into:</p> <ul style="list-style-type: none"> side entry robots top entry robots mechanical take out systems <p>Due to an extensive big experience in the design and exploitation, they offer:</p> <p>1. IML system on the injection molding machines for :</p> <ul style="list-style-type: none"> round containers square containers rectangular containers oval containers lids for the given shapes <p>All these products are used a lot by old people in everyday life.</p> <p>2. High speed robots for takeout and stacking injectioned parts:</p> <ul style="list-style-type: none"> cups for the dairy industry CD and DVD boxes <p>3. Robots which can position and place metal parts into the injection mold</p> <p>4. Additional accompanying equipment:</p> <ul style="list-style-type: none"> assembling equipment for multi-part injectioned pieces transportation equipment <p>Skilled staff for customer service regarding:</p> <ul style="list-style-type: none"> delivery of the whole packaging system timely service <p>The goods are in compliance with the basic safety requirements and in particular to the 98/37/EC directive.</p>
Location	<p><i>region or district or metropolitan area or municipality</i></p> <p>Republic of SERBIA</p> <p>Region of western Serbia and Sumadija</p> <p>Zlatibor area</p> <p>Pozega municipality</p>
Detailed description of the practice	<p>- <i>background info (history and basic data)bodies involved / implementation</i></p> <p>Inmold was established during 2006 in Požega (Republic of Serbia). The founder is</p>

	<p>Mr. Goran Jankovic who along with his professional team incorporated his extensive experience in the field of mould construction for injection moulds and automated systems for IML packaging.</p> <p>Our basic, high quality products are long-life high-speed molds which are designed, produced and tested in our company. They are manufactured on new CNC machinery and other specialized machines.</p> <p>Portfolio - INMOLD:</p> <p>Designing and the production of the high-quality injection packaging molds such as:</p> <ul style="list-style-type: none"> containers pails and buckets lids crates and trays CD and DVD boxes automotive industry parts <p>Timely support and service of the delivered molds and specialized IML robots in the injection industry</p> <p>INMOLD has knowledge, resources and technological ability for the high quality achievement in the domain of organisation and management offering numerous advantages for cooperation.</p> <ul style="list-style-type: none"> - <i>objectives of the practice</i> <p><i>To upgrade and expand their production and be a leader in its branch in SEE market</i></p> <ul style="list-style-type: none"> - <i>process and detailed content of the practice described above</i> - <i>legal framework:</i> - <i>private joint stock company</i> - <i>financial framework*</i>: INMOLD is a private company making its own profit by selling their services and products and <i>they have had positive Business results since establishment</i>
<p>Evaluation of the practice</p>	<ul style="list-style-type: none"> - <i>possible demonstrated results e.g. through indicators such as: Number of public-private initiatives, n of consortium between public-private research bodies, n of official companies involved, n of intermediaries bodies officially involved, n of end-user representatives, total n of staff in cluster, n of international projects, N of quality labels awards if any)</i> - <i>success factors</i> <p>Favorable price, top quality</p> <p>They constantly invest in staff training and technology development.</p> <p>As a European company which constantly improves its organizational structure and employee skills, and due to favorable business conditions in our country, they are in the position to offer molds at competitive prices. On the other hand, our production tools and systems meet all global safety and quality standards.</p> <p>After-sale services - the key to successful implementation of production systems</p> <p>They like being at service for different age groups. They are proud of after sale support and system implementation into production plants. They provide 24/7 support wherever located in the world.</p>

	<p>Tools and robots customization</p> <p>Their production systems are adjustable and are easily fitted into the existing production systems .Whether a client needs only certain mold, robots or a complete production system – their engineers find the most efficient solutions. With proper molds, it is possible to both cut costs and improve quality at the same time.</p> <p>Rather than only a mold provider, they are a reliable business partner as well.</p> <p>INMOLD successfully implemented ISO 9001:2008 and also works in accordance with requirements of VDA 6.3 and ISO&TS 169</p> <ul style="list-style-type: none"> - <i>weak elements:</i> <p><i>it is difficult to provide enough money for investments in new production programs and economic situation in Serbi is poor which aggrevates business running of SMEs</i></p>
<p>Criteria for evaluation (Aspiration list)</p>	<ul style="list-style-type: none"> - <i>Transferability</i> - <i>Feedback into policy**?</i> <p>INMOLD is a modern prosperous company which is innovation-oriented in its business. And as such, they contribute to a better business climate in Serbia, with their aspirations to pace up European companies and to meet the demands of international markets. They introduce new products which are useful and helpful for older generation</p> <ul style="list-style-type: none"> - <i>Quadruple helix***</i> <p>INMOLD is a multidisciplinary oriented and supports and implements the idea of corporate business running. It has an excellent cooperation with local authorities and educational institutions- a lot of pupils from Technical vocational school in Pozega are trained practically in their workshop. It cares for protection of environment by implementing adequate ISO standards in their production and management system.</p> <p><i>Higher quality of services and saving public healthcare money!</i></p> <p>They received many awards at Republic, regional and local levels for excellent business running and giving high quality service , thanks to their innovativeness, efficiency, care for employees , export-orientation..</p> <p>INMOLD wTheir robots contribute to as awarded a Certification on Management szstem according to IS these, we can manufacture molds for the production of parts</p> <ul style="list-style-type: none"> • Rubber processing <ul style="list-style-type: none"> - <i>Keeping the elderly independently longer at home</i> <p>As their production is robotised and they produce robots, they intend soon to make robots for household application</p> <ul style="list-style-type: none"> - <i>Acceptance by the elderly of technology and policy</i> <p>Any useful products made by INMOLD which facilitate their life are welcome by the elderly.</p> <ul style="list-style-type: none"> - <i>Minimising energy, contribute to sustainability</i> <p>Their production process is quite updated , in accordance with ISO standards and by that contribute to energy efficiency and company sustainability</p> <ul style="list-style-type: none"> - <i>Degree of Innovation (in governance, fundraising, financing instruments, marketing, internationalisation, processes, services, etc)</i> <ul style="list-style-type: none"> • The 56th INTERNATIONAL FAIR OF TECHNOLOGY AND TECHNICAL ACHIEVEMENTS held in Belgrade, was also an exhibition where INMOLD presented its mould on a working injection machine;

	<ul style="list-style-type: none"> • They participate in several innovation-based projects funded by the Republic of Serbia (SIEPA-Serbian Investment and Export Promotion Agency , Ministry of Education and Science, Ministry of Economy and Finance). • They export their tools and other products to many countries.
Scenario Building	<p><i>Write your story and anything which is not captured by the criteria!!</i></p> <p><i>Write your anecdotes</i></p>
Lessons learnt from the practice	
Contact information	<p>INMOLD d.o.o.</p> <p>Vojvode Mišića 5</p> <p>31210 Požega, Serbia</p> <p>tel/fax +381 (0)31 3825 165, +381 (0)31 3825 565</p> <p>e-mail: office@inmold-ltd.com</p> <p>Contact person: Ljubica Djurdjevic, commercial and financial director</p>
Other possible interesting information	<p>Website : www.inmold-ltd.com</p>

Controlpoint d.o.o.

Partner: RPK Uzice

Section	Indication of content
Title of the practice	Controlpoint d.o.o.
Precise theme/issue tackled by the practice	Automatic control
Practice content overview	<p>Automatic control and industrial design</p> <p>Their main business is Designing and implementation of automation systems, automatic and computerized control in production and other processes of all types, process industry, thermotechnics, machinery building, water treatment, house ..</p> <p>Their automated solution increase productivity, provide safety and good quality in a more economical and flexible manner.</p> <p>Their projects and solutions are especially applicable in:</p> <ul style="list-style-type: none"> • control and monitoring of technological production lines and processes • reconstruction and automation of machinery and plants • design and manufacture of electronic assemblies for special applications <p>They provide services to clients at international standard quality level with good prices and professional behavior of staff.</p> <p>Portfolio solutions and technologies:</p> <ul style="list-style-type: none"> • PLC technologies • SCADA softwares • motor control – drive technology • measuring regulation technique • industrial and specialized purpose computers • industrial supply
Location	<p><i>region or district or metropolitan area or municipality</i></p> <p>Republic of SERBIA</p> <p>Region of western Serbia and Sumadija</p> <p>Zlatibor area</p> <p>Uzice municipality</p>
Detailed description of the practice	<p>- <i>background info (history and basic data) bodies involved / implementation</i></p> <p>Controlpoint was established in January 1996. It runs business in engineering of industrial electronics, automatic control, IT and telecommunications. Having a lot of experience and many implemented projects, Controlpoint is ranked among excellent business partners in the markets of Serbia, Montenegro and Macedonia.</p> <p>The existing market position was primarily provided with their orientation towards good quality of products and services, expert consulting, fair and responsible approach towards clients and contractual obligations.</p> <p>Basic activities</p> <ul style="list-style-type: none"> • industrial electronics and automation • automation of facilities • informatics engineering • telecommunications

	<p>Controlpoint has a team of over 50 young, educated people with vast experience in integration of modern solutions. 30% of them have university diplomas and 70% are with secondary school education. The best advantages of Controlpoint are that the size and organization of the company enable them to meet demands of the best contractors in the most complex projects from technical, organisational and financial points of view, with own capacities and minimum engagement of external experts.</p> <p>They have licences for performance and design in both weak and strong currents, guaranteeing expert based solutions according to standards and legal regulations.</p> <p>Since 2011 Controlpoint has been located in their own new business premises (700m² headquarters and 1500m² workshops and warehouse)</p>
<p>Evaluation of the practice</p>	<ul style="list-style-type: none"> - possible demonstrated results e.g. through indicators such as: Number of public-private initiatives, n of consortium between public-private research bodies, n of official companies involved, n of intermediaries bodies officially involved, n of end-user representatives, total n of staff in cluster, n of international projects, N of quality labels awards if any) - success factors <p>Controlpoint has implemented several projects which refer to automation of hotels and many business facilities.</p>
<p>Criteria for evaluation (Aspiration list)</p>	<ul style="list-style-type: none"> - Transferability - Feedback into policy**? - Quadruple helix*** <p>INMOLD processing</p> <ul style="list-style-type: none"> • Keeping the elderly independently longer at home All their electronic products and service can be utilized for better and easier life of Elderly, and be tailored according to their special needs • Acceptance by the elderly of technology and policy: Their innovative, tailored-made products and services and low prices are easily and willingly accepted by Elderly • Minimising energy, contribute to sustainability Their technical solutions, automated processes and services minimize energy consumption, allow for sustainability and make life easier <p>- Degree of Innovation (in governance, fundraising, financing instruments, marketing, internationalisation, processes, services, etc)</p> <p>Intelligent electrical installations</p> <ul style="list-style-type: none"> • infrastructural IT services <ul style="list-style-type: none"> - designing, making and integration of LAN IP networks - installation and maintenance of server i desktop computers - systems of data safety (backup solutions, service/security patches and packs) • Internet solutions <ul style="list-style-type: none"> - routing i firewall protections - access from distanced locations – VPN - Internet servers • professional IT services <ul style="list-style-type: none"> - core switching and routing - IPTV solutions - designing and i realization of NOC - IP integration with other subsystems of the whole facility, building or plant

	<p>Controlpoint is Microsoft gold certified partner.</p> <p>Controlpoint is one off the most successful regional companies in implementation of complete communication solutions in all business sector environments. They connect people, phone systems and IT infrastructure and by that increase productivity making savings in time and money. They program and make available all modern communication services.</p> <ul style="list-style-type: none"> • routing of calls to the cheapest links and lines (for elderly this is especially good) <ul style="list-style-type: none"> - VOIP telephony - DECT systems - recording of calls - PC –phone integration - Messaging system - GPRS and radio networking <p>Licences: They have 4 licenced engineers, authorized by Serbian Engineers Chamber for execution of different electronic works.</p> <p>They apply these Standards:</p> <ul style="list-style-type: none"> • ISO 9001:2008 • QMS according to ISO 9001:2008
Scenario Building	<p><i>Write your story and anything which is not captured by the criteria!!</i></p> <p><i>Write your anecdotes</i></p>
Lessons learnt from the practice	
Contact information	<p>Name: "Controlpoint" doo</p> <p>Address: 4, Miloša Obrenovića Street, 31000 Užice, SERBIA</p> <p>Phone : 00 381 31/510-037</p> <p>Tax ID No.: 101615337</p> <p>Id.reg.number : 17043749</p> <p>Business code:2651</p> <p>Contact: Violeta Vuković</p>
Other possible interesting information	<p><i>Website : www.controlpoint.rs</i></p>

Rolomatik d.o.o. Bajina Basta

Partner: RPK Uzice

Section	Indication of content
Title of the practice	Rolomatik d.o.o. Bajina Basta
Precise theme/issue tackled by the practice	Manufacture of remote controlled doors
Practice content overview	<p><i>Briefly explain what the GP under analysis is about and why it can be considered as a GP</i></p> <p>Rolomatik d.o.o. manufactures:</p> <ul style="list-style-type: none"> -Garage doors with remote control -Entrance sliding doors -Gates with remote control <p>All these products are of a great help to old people as they facilitate and reduce their movement in every day life.</p>
Location	<p><i>region or district or metropolitan area or municipality</i></p> <ul style="list-style-type: none"> -Republic of SERBIA -Region of western Serbia and Sumadija - Zlatibor area - Bajina Basta municipality
Detailed description of the practice	<ul style="list-style-type: none"> - <i>background info (history and basic data)bodies involved / implementation</i> <p>Rolomatik company was established in 1990 in Bajina Basta (Republic of Serbia) as a private owned company in the metalworking field. Their main, high quality products are long-life remote-controlled doors of different types (sliding entrance doors, garage doors, gates, industrial doors) which are designed, produced/manufactured, tested in our company and installed on the spot of the client. They are manufactured on new CNC machinery and other automated specialized machines by highly skilled staff.</p> <ul style="list-style-type: none"> - <i>objectives of the practice</i> <p>To upgrade and expand their production and be a leader in its branch in Serbian and Balkan market</p> <ul style="list-style-type: none"> - <i>process and detailed content of the practice</i> <p>described above</p> <ul style="list-style-type: none"> - <i>legal framework:</i> <p>Ltd. (d.o.o.) private joint stock company</p> <ul style="list-style-type: none"> - <i>financial framework*:</i> <p>Rolomatik d.o.o. is a private family company making its own profit by selling their services and products and they have had positive Business results since establishment</p>
Evaluation of the practice	<ul style="list-style-type: none"> - <i>possible demonstrated results e.g. through indicators such as: Number of public-private initiatives, n of consortium between public-private research bodies, n of official companies involved, n of intermediaries bodies officially involved, n of end-user representatives, total n of staff in cluster,</i>

	<p><i>n of international projects, N of quality labels awards if any)</i></p> <p>They are a member of Association of metal working companies in our Regional Chamber of Commerce of Uzice ; they have ISO QMS Certificates mentioned here</p> <ul style="list-style-type: none"> - <i>success factors</i> <p>Good prices, top quality of products with installation provided</p> <p>They constantly invest in staff training and technology upgrading and development; they constantly buy new machinery and expand their product assortment.</p> <p>As a successful Serbian company which constantly improves its organizational structure and employees' skills, and due to the existing business conditions in our country, they are in the position to offer remote controlled doors and gates at competitive prices. Their products and services meet all global health safety, environment protection and quality standards as they run in accordance with ISO standards mentioned below.</p> <p>After-sale services - the key to successful implementation of production systems</p> <p>They produce for customers all over Serbia and they export, too. They also like being at service for different age groups. They are proud of after-sale support to clients.</p> <ul style="list-style-type: none"> - <i>weak elements:</i> <p>it is difficult to provide enough money for investments in new production programs and economic situation in Serbia is poor which aggravates business running of Sees; it is difficult to enter EU market for Serbian companies</p>
<p>Criteria for evaluation (Aspiration list)</p>	<ul style="list-style-type: none"> - <i>Transferability</i> - <i>Feedback into policy**?</i> <p>ROLOMATIK d.o.o. is a modern prosperous company which is innovation-oriented in its business. They contribute to a better business climate in Serbia, with their aspirations to pace up European companies and to meet the demands of international markets. They introduce new products which are useful and helpful for older generation, by a simple click on a remote control to facilitate and reduce their movement.</p> <ul style="list-style-type: none"> - <i>Quadruple helix***</i> <p>Rolomatik is a modernized manufacturing company which invests a lot into staff education and modernization and robotization of their production processes. It has an excellent cooperation with local authorities. It cares for protection of environment by implementing adequate ISO Quality Management Standards in their production and management system. They run their business in accordance with ISO 9001 :2008 ; ISO 14001 :2004 ; OHSAS 18001 :2001.</p> <p><i>Higher quality of services and saving public healthcare money!</i></p> <p>They received many awards at Republic, regional and local levels for excellent business running and giving high quality service, thanks to their innovativeness, new products, efficiency, care for employees, export-orientation..</p> <ul style="list-style-type: none"> - <i>Acceptance by the elderly of technology and policy</i> <p>By using remote control, it is easy for elder people to use them as a help.</p> <ul style="list-style-type: none"> - <i>Minimising energy, contribute to sustainability</i> <p>Their production process is quite updated, in accordance with ISO standards and by that contributes to energy efficiency and company sustainability</p> <ul style="list-style-type: none"> - <i>Degree of Innovation (in governance, fundraising, financing instruments,</i>

	<p><i>marketing, internationalisation, processes, services, etc)</i></p> <p>They participate at Building Construction fairs that is held every year in Belgrade</p> <p>They participate in several innovation-based projects funded by the Republic of Serbia (SIEPA-Serbian Investment and Export Promotion Agency , Ministry of Education and Science, Ministry of Economy and Finance).</p> <p>They export their products and services on the basis of a turnkey building system to Sweden and to our neighboring countries</p>
Scenario Building	<p><i>Write your story and anything which is not captured by the criteria!!</i></p> <p><i>Write your anecdotes</i></p>
Lessons learnt from the practice	
Contact information	<p>Contact person: Predrag Jovanovic</p> <p>Rolomatik d.o.o. Bajina Basta,</p> <p>Businsko polje 252</p> <p>+381 31 38 68 000; fax:+381 31 38 69 407</p> <p>info@rolomatik.com</p>
Other possible interesting information	<p>Website : www.rolomatik.com</p> <p>- various documents (reports, presentations, etc.)</p> <p>They have Quality policy document on their web</p>

National Program for Development of Home Care Structures in Bosnia-Herzegovina

Partner: LiNK

Section	Indication of content
Title of the practice	National Program for Development of Home Care Structures in Bosnia-Herzegovina
Precise theme/issue tackled by the practice	Home care for sick elderly population
Practice content overview	The program cares for elderly and sick population on every day bases. This program is different from other programs and projects because in this case the beneficiaries (people in need elderly and sick) stay at home and we (staff members) go and visit them and support them in their need for: medical care, housekeeping and other thing like inclusion in society, administration etc. We're lobbying for this population to have better living condition, human and in dignity life, and proper health care
Location	Bosnia and Herzegovina Sarajevo, Banja Luka, Mostar, Tesli1 and Teiani Odiak Modriia, Derventa, Briko and Zavidovi1i
Detailed description of the practice	<p>Basic info: Home care program began 1-8 years ago as a result of research about health and living conditions of sick and elderly population. Coordination of the project is conducted by Caritas of Bosnia and Herzegovina, through Diocesan Caritas of Saraievo, Bania Luka and Mostar. In the project are involved B nurses, 4 (housekeepers) household assistant and 30-50 volunteers. All staff take care for a year from 400 – 700 beneficiaries. The project is implemented in Saraievo, Mostar, Banja Luka, Tesli1 and Teiani, and alsct in Derventa,)diak, Modriia, Briko and recently in Zavidoviti, with a support of various donors from Caritas network, Governments outside the Bosnia and Herzegovina, and some small support from local Institutions. Beside the activity which is based on care for sick and elderly population, program is also oriented on lobbying and advocating for this kind of health and social care for the elderly population, a more human and dignrfy way of care for them, lobbying in Institutions' to accept this kind of care implementing in health and social system. We managed to sign the Memorandum of understanding with all relevant Institutions in this field, they support our effort and work on field. Our staff is educated and volunteers are instructed by staff members about the work with sick and elderly. Through whole time of implementation of this program we have been working in informal group of non governmental organizations in exchanging the information about the work with the elderly population. The group has been invited to work on Policy paper in Bosnia and Herzegovina regarding the elderly population with State Institutions and UNFPA. Our constant care for elderly and sick population lead us to close relationship with Social welfare centers, Municipalities and other local ctnd state Institutions.</p> <p>Aim: Creation of health care structures in B&H in order to improve the health and living conditions of sick and elderly people and the integration of these services into the health and social systems</p> <p>Process and detail content of GP:</p> <p>National Caritas of Bosnia and Herzegovina in the process is responsible for coordination of Diocesan Caritas, reporting, lobbying and advocating, as well as work with public relation, and communication with donors. Diocesan Caritas coordinate work of nurses and housekeeper activities on a field, reporting to National Caritas. Nurses and housekeepers make sure that all beneficiaries gets proper care on daily bases" Every nurs has 40 and more beneficiaries that take care of them, with housekeepers as important part of care. Nurses give to beneficiaries medical care, and housekeepers keeps their houses and living conditions better. Our volunteers support nurses and housekeepers in care for elderly population. The whole process</p>

	<p>Is already established and working almost 18 years.</p> <p>Legal frame: Caritas of Bosnia and Herzegovina is registered in Ministry of justice of B&H, since 1995. Nurses are qualified staff with the licence to work.</p> <p>Financial frame: The funds for project are not easy to find, because the subject about elderly population is not very popular. But we had a great support from our Caritas network partners and donors and Governments abroad. They understand the needs of these people, they recognized years ago about the importance of this kind of service.</p>
<p>Evaluation of the practice</p>	<ul style="list-style-type: none"> • 400 - 700 sick and elderly people receive medical care and household assistance at home • Number of realized trainings for executive care staff members • Number of consultancies and instructions of family members • Number of instructions of volunteers • Cooperation and collaboration with responsible persons in the field of social and health care on regional and national level Cooperation with governmental and nongovernmental organizations • Partial financing is secured <p>Nurses, housekeepers and volunteers last year statistic data: Number of services: 71,763 Number of visits: 15,915 Number of hours spend with patients by volunteers: 1,231 Number of services given by volunteers: 2,159 Number of beneficiaries (Banja Luka, Teslit, Teianj, and Mostar): 404</p> <p>The elements of disadvantage are:</p> <ul style="list-style-type: none"> • Number of unemployment persons which make us difficult to find volunteers • Situation in State, budget is already overload and without possibilities to take over the projects' costs <p>Subject „Elderly population" is not popular among donors</p>
<p>Criteria for evaluation (Aspiration list)</p>	<p>A good practice is applicable to our health service, with some corrections of staff and budgeting.</p> <p>The project is recognized by State Institutions working in the field of Health and Social politics. They have signed the Memorandum of understandings with us, they always speak about our project with grateness and support our work with this population.</p> <p>All beneficiaries included in project fulfil the same criteria:</p> <ul style="list-style-type: none"> • Elderly and sick population • People in need (mostly social cases or person without family members) <p>Beneficiaries can apply for home care any time in Caritas office with single telephone call, after which staff members make their profile with social worker and nurse, and make list of needs for that beneficiary.</p> <p>Beneficiary of Home care project can be the person no matter of national, religious believes, gender or skin colour, etc.</p> <p>Staff members are full time or part time paid for their work employed by Caritas, Volunteers work for free but they have annual meetings, free education options, opportunity to learn something new and help elderly population.</p> <p>Coordinators in project are full time or part time employed by Caritas.</p> <p>Beneficiaries keeps their surrounding (at home) and familiar place, keeps their habits and social activities,</p> <p>A new document of Politic for elderly population will be the main point from which</p>

	<p>state government want to make a difference in living conditions of elderly population by writing for them policy paper.</p> <p>At this moment Caritas is the only organization which gives this kind of services in Bosnia and Herzegovina:</p> <ul style="list-style-type: none"> • absolutely free of charge for all beneficiaries • professionally (educated staff members) • entirely (medical care, counselling, housekeeping, social life) <p>This kind of services is good practice in many countries in the region and wider, recognized, accepted and implemented. In this way, the service is made according to needs of beneficiaries individually, Needs of beneficiaries are covered and social picture globally watched is improved by improved living conditions of this population.</p> <p>Fundraising instrument are good results in the past and future actions for beneficiaries.</p> <ul style="list-style-type: none"> • healthcare money! • Keeping the elderly independently longer at home • Acceptance by the elderly of technology and policy • Minimising energy, contribute to sustainability • Degree of Innovation (in governance, fundraising, financing instruments, marketing, internationalisation, processes, services, etc)
Scenario Building	<p>This project is specific because the majority of services is all about the fact that beneficiaries coming and pick up their benefit from the service, weather it is counselling or material help or something else. But this project is a real Caritas (Love) because we're going to their houses and give them support, assistance, counselling, love and care.</p> <p>The smile and the face on which is written "thankyou" is the most beautiful and the most important thing which we get from the beneficiaries in the project.</p>
Lessons learnt from the practice	<ul style="list-style-type: none"> • Needs of the beneficiaries should be on a first place • Health care and social care are two different thing but very close to each other and dependable • Love and gratitude we receive from beneficiaries can't be paid <p>Elderly population can have life in DIGNITY and HUMANITY</p>
Contact information	<p>+387 33 206 447</p> <p>Dijana Muzicka, project manager</p>
Other possible interesting information	<p>www.carbkbih.org</p> <p>Other reports from previous years about this project you can find at the website in PR&Mediji section in Godiinja izvjei1a. Some of them are even written in English language.</p>

Care of the elderly and disabled

Partner: LiNK

Section	Indication of content
Title of the practice	Care of the elderly and disabled
Precise theme/issue tackled by the practice	Help elderly and disabled in their daily lives
Practice content overview	Providing material and psychological assistance to elderly and disabled people in their everyday lives. It is good for the reason that today a large number of people living alone, adrift of life and humanity of those around them, so that every kind of help is precious.
Location	BiH, Region Herzegovina, Municipality Capljina (24 local communities and immediate metropolitan area)
Detailed description of the practice	<p>During the war and post-war period, the Spanish Red Cross is actively implemented projects to help older and disabled people, but for many years does network in our region. With modest donations from federal and county Red Cross, Red Cross of Capljina is aimed at self-organization</p> <p>The objectives of good practice are adequate care for a group of socially vulnerable population, to each member of the community felt dignified, certainly in the later years of his life. Handshake can sometimes be a good indicator of care and respect for the elderly and disabled people and they will be an indicator that they are not alone and that it is worth living</p> <p>Red Cross of Eapljina as part of activities aimed at helping the elderly and infirm, conduct the following activities: collecting food items, donating orthopaedic devices and the collection and distribution of hygiene supplies. Red Cross volunteers participate in collection actions that are performed in shopping malls in our city in which our fellow citizens with their ultimate goal of helping humanity action. Upon completion of the action, the volunteers collected food and hygiene distribute most vulnerable people. Donating orthopaedic devices is also a segment of the care of elderly and disabled people, Also, there is a great need for adult diapers (because of the nature of disease). Available quantities are limited</p> <p>legal framework : Law on Volunteering Federation BiH official Gazette 11.0/2012</p> <p>Because total difficult situation in the country, it is increasingly difficult to find modus humanitarian aid collection and a growing number of users and support. *</p>
Evaluation of the practice	<p>According to the model merge, sent to addresses of local businessmen, their contribution funds arrange a commemorative packages of food and hygiene at the time of giving (Christmas holidays), together with volunteers (1.5), processes those which are not difficult to remember. In frequent contact with local communities, prioritize, because the large number of users, number about 750, are rarely able to help each of them.</p> <p>Volunteers often experience emotional encounters with the old and infirm. Getting to know their specific life stories, often a single emotional experience for them even more deepened awareness of the need to help the old and infirm then expand it to its peers, which contributes to increasing the number of volunteers and spread awareness about the need to help others. In our environment, we have examples to young volunteers, driven to lessons learned, their life's calling directed towards occupations related to social assistance.-</p> <p>Despite the great desire and efforts of staff and volunteers of the Red Cross to help the realization of socially vulnerable people It is always questionable because of funding. This is one of the major drawbacks.</p>
Criteria for evaluation	<ul style="list-style-type: none"> - Portability - Feedback policies ****

(Aspiration list)	<ul style="list-style-type: none"> • According to the model of end-users, in the coordination of the social welfare and local communities make a list of users. The Red Cross operates in cases of natural disasters and during holidays when no one should be forgotten. Priority given to people with no family, in addition to immobile, sick, mentally ill, and people from geographically isolated locations Viia kvaliteta usluga i uiteda javnih sredstava za zdravstvo! ??? • Our mission is to visit the elderly and infirm in their homes and assisting in their needs to the material, and daily services (shopping, paying bills...). • Supports every life experience and valuable advice submitted by people who are within its limits, creating a world in which we live today • Higher quality of services and saving public healthcare money! • Keeping the elderly independently longer at home • Acceptance by the elderly of technology and policy • Minimising energy, contribute to sustainability • Degree of Innovation (in governance, fundraising, financing instruments, marketing, internationalisation, processes, services, etc)
Scenario Building	<ul style="list-style-type: none"> • At the farthest geographical elevation of the municipality where the old woman living alone are the only animals with which the company and communicates. The nearest neighbours are within 4-5 km. Our first departure is a unique experience. After a drive of half an hour, we were forced to continue on foot. Knowing where we're going, we were pretty stocked. After a long walk there was a small dilapidated stone cottage. After the initial surprise to see us happy for what we have brought to her, she tried to tell us all your experiences, When we tried to propose to her ability to stay with relatives still in the suburb, we are not allowed to finish the though just told me that we visit her often and that is it that good. Due to the fact that the Red Cross of Eapliina lacks its own car, every time we are forced to beg for transport. The biggest problem is in the winter time when the day is questionable whether he has something to eat. Each of our departure when it was a trip into the unknown • Once the division of food parcels and hygiene, a man who lives alone, helpless old and rejected by others, so be glad our visit and the gift that he ran from one to another, loved us, thanking, he looked lost and be glad as a child. With all of us laugh and he at times laughing and tying, At the end he told us that he is the happiest Christmas you remember.
Lessons learnt from the practice	Helping the elderly and infirm, indirectly give meaning to own life
Contact information	<p>Tel/fax +387 36 808 265 mob. +387 63 063 359 - 242</p> <p>Email : crvenikriz.capljina@hotmail.com</p>
Other possible interesting information	

Smart Home

Partner: LiNK

Section	Indication of content
Title of the practice	Smart Home
Precise theme/issue tackled by the practice	Help control electrical devices in the household for the elderly and immobile people
Practice content overview	Automation of electrical equipment, communication help save energy, control of old and disabled people.
Location	Bosna i Hercegovina Herzegovina region, HNK, Mostar
Detailed description of the practice	Trendir Ltd. is a small company that has a unique product in BiH, and the broader region <ul style="list-style-type: none"> • Complete automation and control facilities at Smart home system - SmartHome. • Detailed training, warranty and maintenance of the professional team. • No legal obstacle • - Financially accessible, Lego principle upgrades
Evaluation of the practice	Presentation of the existing show-room-a Initiative launch energy savings in schools and public facilities by automating them. In short, the client technology enables high energy savings, increased levels of comfort and safety as well as assistance in performing everyday household tasks through automation. All this innovation with the following quick and easy implementation. Elements of disadvantages: the acceptance of novelties
Criteria for evaluation (Aspiration list)	Installations can be easily transferred other buildings Transferability Feedback into policy** Quadruple helix*** Higher quality of services and saving public healthcare money! Keeping the elderly independently longer at home Acceptance by the elderly of technology and policy Minimising energy, contribute to sustainability Degree of Innovation (in governance, fundraising, financing instruments, marketing,
Scenario Building	Trendir Ltd. has implemented a multitude of projects, which are on their way to an innovative and unique in BiH and in the region' For example, voice control of computers for people with 100 percent disability, remote control devices, energy saving, etc.
Lessons learnt from the practice	
Contact information	Trendir doo Mostar BiH, office@pametna-kuca.ba Tel/fax: 00 387 36 323 137
Other possible interesting information	www.pametna-kuca.ba

Project USEFIL - Unobtrusive Smart Environments for Independent Living

Partner: Development Agency of Grevena

The following Good Practices presented by the Development Agency of Grevena refer to national and EU level Good Practices since no Good Practices have been found in West Macedonia. Furthermore, the Good Practices found and presented below, focus mostly on the opportunities to help older people to live independently for longer in their own homes by increasing their autonomy and mobility while they involve key national multidisciplinary stakeholders in the field of ambient intelligence technologies for independent living of elderly.

Section	Indication of content
Title of the practice	Project USEFIL - Unobtrusive Smart Environments for Independent Living
Precise theme/issue tackled by the practice	The USEFIL project addresses the gap between technological research advances and the practical needs of elderly people by developing advanced but affordable in-home unobtrusive monitoring and web communication solutions. USEFIL uses low cost "off-the-shelf" technology to develop immediately applicable services that will assist the elderly in maintaining their independence and daily activities. Installation of the USEFIL system will not require retrofitting in a person's residence and will be almost invisible once installed. Because the system will be "software driven," based on open source platforms, applications can be easily added or subtracted with no real limit to the overall number of services offered. USEFIL intends to provide guidelines for the community of technology developers to optimize future generation of applications for an ageing population. Technology implementation will be based on user acceptance and an understanding of user interactions that will truly address user needs.
Practice content overview	<p>The USEFIL project aims to address the gap between technological research advances and the practical needs of elderly people by developing advanced but affordable in-home unobtrusive monitoring and web communication solutions. USEFIL intends to use low cost "off-the-shelf" technology to develop immediately applicable services that will assist the elderly in maintaining their independence and daily activities. Installation of the USEFIL system will not require retrofitting in a person's residence and will be almost invisible once installed. Because the system will be "software driven," based on open source platforms, applications can be easily added or subtracted with no real limit to the overall number of services offered. USEFIL intends to provide guidelines for the community of technology developers to optimize future generation of applications for an ageing population. Technology implementation will be based on user acceptance and an understanding of user interactions that will truly address user needs. The concept of the USEFIL platform will consist of the following:</p> <ul style="list-style-type: none"> Unobtrusive monitoring: Low cost video cameras will provide monitoring of behavioural, emotional and physiological parameters. Mobility: An unobtrusive in nature wrist-worn mobile unit will be able to provide useful data. Simplicity: A Web TV unit will act as the central home internet gateway. Sociability: Low-cost Tablet-PC connected to a social network AI: Decision support system will provide the means for alarms and prognosis. Proof of Concept: demo applications for the devices. Personalisation: provide guidelines for developers to generate applications for the ageing population.
Location	<ul style="list-style-type: none"> - Greece, Finland, Germany, Israel, The Netherlands, United Kingdom - Attiki and Central Macedonia from Greece

<p>Detailed description of the practice</p>	<p>USEFIL main motivation: support independent living of the elderly citizens as long as possible in their home by designing, developing and deploying widely adopted systems.</p> <p>USEFIL Objectives</p> <p>Ease of use :</p> <ul style="list-style-type: none"> Develop a simplified approach using ease of use unobtrusive low cost ICT solutions. Provide services more adaptable to individual needs and preferences (personalization) Promote practicality developing systems and services that their installation will not require retrofitting of the residence of the elderly people , no new skills. <p>Usefulness (for end users and main stakeholders):</p> <ul style="list-style-type: none"> Support the elderly in maintaining their social activities Support Mobility Provide a new health care paradigm redefining the way of treating elderly people and managing health care services Promote cost and time effective health care solutions for end users and carers: <ul style="list-style-type: none"> Low cost off the self systems, open source platforms, facilitate worldwide developers to generate applications for the ageing population reducing the cost the Governments have to spend for generating ICT services for the ageing community <p>Project funded through FP7 (FP7-ICT-2011-7), budget €4.628.909 Project Coordinator: NCSR Demokritos, Greece Other partners from Greece: Aristotelio Panepistimio Thessalonikis</p>
<p>Evaluation of the practice</p>	<p>8 involved partners from EU countries and Israel, 1 international consortium, 1 international project.</p> <p>Success factors concern ease of use and usefulness as in project objectives.</p> <p>Weak element is the technological focus.</p>
<p>Criteria for evaluation (Aspiration list)</p>	<p>The practice is transferable since the technological solutions and results and the practices used can be easily replicated.</p> <p>In terms of feedback into policy, USEFIL provides, through the proposed technological solutions, a “roadmap” for future policy considerations regarding the promotion of independent living of the elderly as well as for the fruitful collaboration of different key players of the value chain.</p> <p>Additionally, the project involves research centers, technology providers and end-users in order to assess the effectiveness and usability of the proposed technologies and solutions.</p> <p>The project achieved to develop solutions to keep the elderly longer and independently at home while it was accepted by the elderly as it was observed during several pilot actions.</p> <p>The innovation of the project is in the processes and the services offered through the use of new technologies and in the involvement of all links of the supply chain.</p>
<p>Scenario Building</p>	

Lessons learnt from the practice	The main lesson learnt is that with the help of the technology significant improvement can be made regarding the independent living of the elderly.
Contact information	homerpap@dat.demokritos.gr , antoniskorakis@dat.demokritos.gr
Other possible interesting information	http://www.usefil.eu

ALZHEIMER PATIENTS' SUPPORT PILOT PROJECT

Partner: Development Agency of Grevena

Section	Indication of content
Title of the practice	ALZHEIMER PATIENTS' SUPPORT PILOT PROJECT
Precise theme/issue tackled by the practice	New technologies for emergency calls and position tracking of people with Alzheimer disease.
Practice content overview	The Pilot Project for the support of people with Alzheimer disease aims at providing assistance to Alzheimer patients through the implementation of calls in case of emergencies and tracking of their position. The project is implemented by the Alzheimer Community of Thessaloniki with the support and the sponsorship of the company VIDAVO S.A.
Objectives of the practice (no more than 500 characters)	Project objectives are to strengthen the independence of patients and of their caregivers and also improve the quality of their life.
Location	- Greece
Detailed description of the practice	The Pilot Project for the support of people with Alzheimer disease aims at providing assistance to Alzheimer patients through the implementation of calls in case of emergencies and tracking of their position. The project is implemented by the Alzheimer Community of Thessaloniki with the support and the sponsorship of the company VIDAVO S.A. In the project are involved members of the Alzheimer Community of Thessaloniki and their caregivers, who, through the application Vidatrack can trace the path and identify the patient if lost. Not only their caregivers, but also the company executives have access to the service providing support in cases where necessary.
Evaluation of the practice	The Pilot Project for the support of people with Alzheimer disease was implemented in a period of 6 months and had the following results : <ul style="list-style-type: none"> - The patients could move more independently and be more autonomous - The caregivers could better support their patients and coordinate care giving in a more efficient manner
Criteria for evaluation (Aspiration list)	<ul style="list-style-type: none"> - The practice is easy transferable since there are multi-vendor technologies that can be used for the replication of the process - The practice provides higher quality of services that could also save governmental funds and energy costs used in the search of Alzheimer patients who could have been tracked using the practice's technologies - The patients have increased autonomy when using the practice's technologies - The technology can be easily accepted by the elders
Scenario Building	-
Lessons learnt from the practice	<ul style="list-style-type: none"> • Technology can provide higher quality of health services which lead in the medium and long-term to lower costs
Contact information	markela@vidavo.gr pantelis@vidavo.gr
Other possible interesting information	www.vidavo.gr

OPEN CARE COMMUNITY CENTER TELEMEDICINE PROGRAMME

Partner: Development Agency of Grevena

Section	Indication of content
Title of the practice	OPEN CARE COMMUNITY CENTER TELEMEDICINE PROGRAMME
Precise theme/issue tackled by the practice	Telemedicine programme at the Open Care Community Center of Municipality of Thessaloniki with the technical support of Vidavo .
Practice content overview	The MUNICIPALITY OF THESSALONIKI with the technical support of the ARISTOTLE UNIVERSITY OF THESSALONIKI alongside Vidavo is initiating a new telemedicine program as part of its Social Services to the elderly. On 13th of October 2009 the Deputy Mayor of Social Services Mr. Asterios Deligiannis presented the program at the 5th Open Care Community Centre (KAPI). The program aims first to train and familiarize the personnel employed at the six Open Care Community Centers of the Municipality with the innovative telemedicine system.
Objectives of the practice (no more than 500 characters)	The program aims first to train and familiarize the personnel employed at the six Open Care Community Centers of the Municipality with the innovative telemedicine system.
Location	- Greece
Detailed description of the practice	<p>The MUNICIPALITY OF THESSALONIKI with the technical support of the ARISTOTLE UNIVERSITY OF THESSALONIKI alongside Vidavo is initiating a new telemedicine program as part of its Social Services to the elderly. On 13th of October 2009 the Deputy Mayor of Social Services Mr. Asterios Deligiannis presented the program at the 5th Open Care Community Centre (KAPI).</p> <p>The program aims first to train and familiarize the personnel employed at the six Open Care Community Centers of the Municipality with the innovative telemedicine system. According to estimations 1000 members of the Open Care Community Centers were examined during this training phase. The medical personnel on the spot recorded the vital signs (ECG, spirometry, glucose, blood pressure) of the elderly. The recorded tests were transmitted to a central web-based station. The authorised personnel (specialists of the ARISTOTELES UNIVERSITY OF THESSALONIKI) studied the tests and provide medical advice and diagnosis.</p> <p>The final scope of the project is not only to extend the use of telemedicine to all Open Care Community Centers but also to create primary health care facilities (Telemedicine Health Centers) introducing telemedicine services to the everyday life of the citizens of Thessaloniki.</p>
Evaluation of the practice	<p>The program was completed in 2009 and the evaluation results are the following:</p> <ul style="list-style-type: none"> - The practice provided an innovative solution that increased autonomy of elderly people and patients while minimizing their transportation needs for healthcare purposes. - The practice represents a more efficient way of healthcare services' provision.
Criteria for evaluation (Aspiration list)	<ul style="list-style-type: none"> - The practice is easy transferable either in full application or in partial deployment of some of the services. - The practice provides higher quality of services that could also save governmental funds and energy costs due to reduced on-the-spot service provision and to reduced transportation needs.

	<ul style="list-style-type: none"> - The patients have increased autonomy when using the practice's technologies. - The technology can be easily accepted by the elders
Scenario Building	-
Lessons learnt from the practice	<ul style="list-style-type: none"> • Technology can provide higher quality of health services which lead in the medium and long-term to lower costs
Contact information	markela@vidavo.gr pantelis@vidavo.gr
Other possible interesting information	www.vidavo.gr

LONG-LASTING MEMORIES (LLM) PROJECT

Partner: Development Agency of Grevena

Section	Indication of content
Title of the practice	LONG-LASTING MEMORIES (LLM) PROJECT
Precise theme/issue tackled by the practice	LLM represents a unified solution for cognitive and physical health for senior citizens.
Practice content overview	LLM comes as a response to the problems linked to ageing population, offering the elderly an opportunity to improve their cognitive and physical condition, and to continue feeling an active part of society.
Objectives of the practice (no more than 500 characters)	<ul style="list-style-type: none"> - Integrate two existing ICT solutions with physical training equipment, thus delivering innovative ageing well / independent-living support services for elders - Demonstrating the significant impact potential of LLM service in five different countries - Verify the technical, organisational and legal feasibility of LLM service along the complete value chain of stakeholders - Verify the sustainability, scalability and applicability of LLM services across Europe
Location	<ul style="list-style-type: none"> - Greece, Austria, France, Spain, Cyprus
Detailed description of the practice	<p>Long Lasting Memories (LLM) is an integrated ICT platform which:</p> <ul style="list-style-type: none"> - combines state-of-the-art cognitive exercises - with physical activity in the framework of an advanced ambient assisted living environment. <p>LLM will offer support to elderly people and their relatives and families, by</p> <ul style="list-style-type: none"> - monitoring of day to day activities of senior citizens and identifying imminent hazards, - increasing their self-esteem and alleviate symptoms relevant to cognitive decline, their loneliness and potential depression.
Evaluation of the practice	<p>The overall results of the project, deriving from the pilot validation and the scientific and usability evaluation of the LLM solution, and the important feedback from the involved stakeholders of the LLM Network of Interest, has provided to the consortium the confidence that LLM deployment is feasible and the appropriate positive influence to proceed to its business sustainability. Consortium activities and Partners complementarity provided the opportunity to validate the LLM deployment potential in three (3) different perspectives: technological, scientific and business. The evaluation process included a clinical intervention protocol, dedicated usability and user satisfaction questionnaires, interviews, open discussions and several small scale surveys, with the following valuable human resources of the LLM project:</p> <ul style="list-style-type: none"> - A large variety of stakeholders (private and public) that have been involved especially through the project network of interest (medical and health-care providers, investors, government bodies, insurance companies, etc). - The older people involved in the pilots, that have very generously provided their time and commitment to use and validate LLM service.

	<ul style="list-style-type: none"> - Care personnel involved in the pilots that have provided a large support and feedback in a daily basis, helping significantly to improve the pilot processes.
<p>Criteria for evaluation (Aspiration list)</p>	<p>Technological</p> <p>The integration of the three components, CTC, PTC and ILC and their corresponding applications was successfully accomplished. Therefore a server based infrastructure was developed which allows an easy integration of new kinds of application modules, requiring minimum adaptation efforts.</p> <p>Technical large scale testing of the LLM system was conducted twice in a laboratory environment on the two versions of the overall system that was released during the project lifetime.</p> <p>Additionally, the usability testing of LLM service through the pilot trials has shown that: around 84% of the participants in the evaluation process, rated the LLM as being easy to learn how to use, warm & friendly user environment, the instructions were clear and both the physical and the cognitive components were well adapting to the users' needs.</p> <p>Scientific</p> <p>Affective evaluation of LLM</p> <p>Training with the LLM program made 94% of the participants feel mostly positive (they felt it was fun, they liked it, they felt cheerful after training with it, they felt refreshed and calm).</p> <p>95% of participants believed that exercising through LLM was beneficial for them, most felt LLM was amusing and they enjoyed their sessions with it and LLM met their expectations. The majority of participants felt quite satisfied with LLM.</p> <p>It is an innovative and very enriching experience that helped them also work several emotions:</p> <ul style="list-style-type: none"> - Control of fear facing new situations / Confidence - Helps approaching failures and successes / Enthusiasm - Safety through training / Satisfaction - Working with computers strengthens self-esteem <p>Satisfaction</p> <p>There was an overall satisfaction of achievement, for being part of a flexible, rigorous and entertaining programme that offers a new way to approach their problems, that it really catches users' attention. 78% of the participants felt LLM was amusing, they enjoyed their sessions with it and it met their expectations. The majority of participants felt quite satisfied with LLM.</p> <p>All staff members believed that the participants seemed to enjoy their training with LLM, that it is beneficial for them and that LLM is useful in training elderly people cognitively as well as physically.</p>
<p>Scenario Building</p>	<p>-</p>
<p>Lessons learnt from the</p>	<p>On average, users reported that:</p>

practice	<ul style="list-style-type: none"> - training with LLM made them feel they can control their health better - they would be able to use it at home without help - In Home installations, some agreed that LLM made them feel more autonomous - some of them , especially when performing physical training alone at home, felt more safe knowing that a fall down would lead to an immediately generated alarm calling for help - the user interface was very easy to learn and handle - The ILC's information features were seen as a very attractive goodie (e.g. RSS-feed, weather forecast) - nearly all participants would like to have the system when it comes to a final product
Contact information	bamidis@med.auth.gr
Other possible interesting information	http://www.longlastingmemories.eu

T - SENIORITY

Partner: Development Agency of Grevena

Section	Indication of content
Title of the practice	T - SENIORITY
Precise theme/issue tackled by the practice	New technologies to enjoy an independent life through TV
Practice content overview	T-Seniority is a SaaS (Software as a Service) accessible in dedicated European areas via digital TV as the most widely used and in many cases the preferred electronic channel, needing little introduction or maintenance. Its main aim is to empower independent living for older people and meet their variety needs.
Objectives of the practice (no more than 500 characters)	<p>The objectives of the practice are the following :</p> <p>Availability : People disadvantaged due to lack of geographical coverage</p> <p>Affordability: People do not have access due to a lack of resources – (Realistic plans due to economic crisis).</p> <p>Accessibility : Two elements 1) people with disabilities (visual, audio, speech, mobility related) 2) people who are lacking in ICT skills</p>
Location	- Greece
Detailed description of the practice	<ul style="list-style-type: none"> - T-Seniority was co-funded by the European Commission in the framework of the CIP Competitiveness and Innovation Framework Programme . (Budget for RCM 134.000) . Participant bodies from Greece, Spain, Finland, Cyprus, Italy and the U.K. - T-Seniority objective is to significantly improve quality of life and ensure efficient health and social care for the ageing population by specifying and demonstrating innovative ICT enabled products and services. - It is based in the integration of digital services addressed to elders and info-marginated audiences that will be accessed by TV channels and where the important segment of people already acquainted with the TV remote control can be included in the digital society and benefit from it. - T-Seniority main target is a “<i>user-centric</i>” integration of services throughout TV, especially assistance programs (including <i>trans-borders services</i>) for disadvantaged social groups, focusing mainly in <i>older</i> people and “<i>early stages of getting older</i>” people, to cover a diverse range of care needs in a wide range of service modalities (home care, tele-assistance, mobile telecom services, tele-alarms, nursing services....). - It is a new service provision model that uses digital TV as the most widely available and preferred channel for <i>info-marginated</i> sectors, helping to reach <i>difficult-to-reach</i> audiences, such as “<i>disabled people getting older</i>”, who may have less access to other forms of digital technology, improving current situation and affording the demands of a growing elderly population. - It emphasises the digital inclusion through TV in Prevention and Early Action side of the Social Care, in order to avoid undesirable situations or to correct them at the shortest time. According to this, is a set of integrated <i>care e-Service throughout TV</i> oriented towards the <i>Elders</i> (and/or <i>dependent</i> people), and their <i>Informal Carers</i>. Informal Carers play an important part in the lives of many elderly people. supports these carers as well as the sufferers themselves,

	<p>because, in many cases they are also <i>info-marginated</i>.</p>										
<p>Evaluation of the practice</p>	<p>The T- Seniority project was implemented during the years and had the following results :</p> <ul style="list-style-type: none"> - General Public Services directly linked to Daily Life Support to Elders - Personalised Services for improving independent living, reinforcing decision-making, allowing a total control of services provision by the elder - Co-ordinated participation of all stakeholders, but always driven by the CENTRIC position of the Elder: they need, they choose, they manage, they are served. Public bodies and service providers are part of the network of services, each one deploys its tasks <p>The template below demonstrates the concrete results :</p> <table border="1" data-bbox="549 777 1307 1957"> <tr> <td data-bbox="549 777 815 987"> <p>Usability of Service and Platform</p> </td> <td data-bbox="815 777 1307 987"> <ul style="list-style-type: none"> • 90% of users had a clear view of the operation and the services provided by T-seniority • 40% did not feel absolutely able to use T-seniority by themselves </td> </tr> <tr> <td data-bbox="549 987 815 1236"> <p>User Satisfaction</p> </td> <td data-bbox="815 987 1307 1236"> <ul style="list-style-type: none"> • 70% declared that they didn't get bored during its use • 80% of users declared that T-Seniority has changed their understanding and perspective about new technologies. </td> </tr> <tr> <td data-bbox="549 1236 815 1576"> <p>Independence</p> </td> <td data-bbox="815 1236 1307 1576"> <ul style="list-style-type: none"> • Users didn't choose to use personal services because according to their way of living they are not able to evaluate these services • Users could not understand the interactive services, such as being able to purchase products from the internet </td> </tr> <tr> <td data-bbox="549 1576 815 1825"> <p>Social Integration</p> </td> <td data-bbox="815 1576 1307 1825"> <ul style="list-style-type: none"> • 90% of users did not understand how T-Seniority will help them to have greater autonomy and better social life. • Users preferred the traditional way of communication via phone </td> </tr> <tr> <td data-bbox="549 1825 815 1957"> <p>Sustainability</p> </td> <td data-bbox="815 1825 1307 1957"> <ul style="list-style-type: none"> • 90% of users implied that they wouldn't want to pay for any aspects of the service </td> </tr> </table>	<p>Usability of Service and Platform</p>	<ul style="list-style-type: none"> • 90% of users had a clear view of the operation and the services provided by T-seniority • 40% did not feel absolutely able to use T-seniority by themselves 	<p>User Satisfaction</p>	<ul style="list-style-type: none"> • 70% declared that they didn't get bored during its use • 80% of users declared that T-Seniority has changed their understanding and perspective about new technologies. 	<p>Independence</p>	<ul style="list-style-type: none"> • Users didn't choose to use personal services because according to their way of living they are not able to evaluate these services • Users could not understand the interactive services, such as being able to purchase products from the internet 	<p>Social Integration</p>	<ul style="list-style-type: none"> • 90% of users did not understand how T-Seniority will help them to have greater autonomy and better social life. • Users preferred the traditional way of communication via phone 	<p>Sustainability</p>	<ul style="list-style-type: none"> • 90% of users implied that they wouldn't want to pay for any aspects of the service
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<p>Criteria for evaluation (Aspiration list)</p>	<ul style="list-style-type: none"> - Feedback into policy** : The project was in line with national and regional policies related to health care for senior citizens. More specific the project was in line with the Regional and Sectoral Operational Programmes titled "Assistance at 										

	<p>Home” and ‘Daily Care Centers for Elderly People’</p> <ul style="list-style-type: none"> - Quadruple helix*** : The final beneficiaries from the implementation of the above mentioned project were Elderly Homes (e.g Hariseio Elderly home) in Thessaloniki as well as Open Elderly Care Centres of several municipalities (e.g Municipality of Themi). - Higher quality of services and saving public healthcare money! : Reinforced Homecare. Reduced primary hospitalization. - Keeping the elderly independently longer at home: Independent living was the main objective. - Acceptance by the elderly of technology and policy: It was created a set of integrated <i>care e-Service throughout TV</i> oriented towards the <i>Elders</i> (and/or <i>dependent</i> people), and their <i>Informal</i> Carers. High level of Acceptance
Scenario Building	-
Lessons learnt from the practice	<ul style="list-style-type: none"> • The users want to use T-Seniority services at the Care Centers. • Personal services are useful when the users have not the ability to move autonomously
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Other possible interesting information	- www.pkm.gov.gr



For Independent Living of Elderly